Baltimore City Department of Human Resources

EXECUTIVE LEVEL I

00142 **CLASSIFICATION AND COMPENSTION TEAM LEADER**
33630

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Classification and Compensation Team Leader performs complex professional work and coordinates studies, programs, operations and administrative functions in classification and compensation. Work of this class involves leading professional, paraprofessional and clerical staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class involves assigning and reviewing the work of others and performing complex work in coordinating studies and administering programs that require comprehensive planning and organization and extensive agency liaison work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore City Department of Human Resources, performs complex human resources work in coordinating large studies, programs, and administrative operations in the specialized areas of classification and compensation.

Analyzes policy and procedures, surveys best practices, determines potential impact and recommends course of action to superior; may draft policy and procedural documentation.

Develops curriculum and instructional materials and conducts training in position classification and compensation, for new employees and human resources staff in other agencies.

Interprets and applies regulations, policies and procedures; provides clarification and interpretation of policies to agency representatives, employees and the general public.

Develops, designs, recommends, and implements changes to processes and procedures including the automation of division functions and operations and instructs others in the use of new systems; utilizes common business software to maintain records, compile statistics, prepare documents and presentations.

Assigns and reviews the work of professional, paraprofessional and office support personnel; ensures that work is completed in a timely manner and in compliance with standards.

Represents the agency at a variety of meetings and Citistat, acts for superior on occasion.

Plans, organizes and implements major classification, compensation and various other management studies, projects and policies; prepares comprehensive narrative, statistical and graphic study reports.

Conducts surveys of classifications, qualifications, salaries and related matters in conjunction with major studies; prepares comprehensive program and study reports and recommendations.

Prepares reports by collecting, organizing and analyzing data from a wide variety of sources and makes recommendations based on findings.

Analyzes market trends, compensation structure and related policy; reviews compensation adjustments, makes recommendations regarding impact, salary compression and structure; may develop and recommend new grade structure.

Keeps abreast of current developments in position classification and compensation administration.

May review employment applications to clarify interpretation of minimum qualifications in relation to actual education, experience and licensure of applicants.

Contacts subject matter experts, educational representatives and licensing agencies to research current standards of education, experience and license; utilizes information to develop minimum qualifications.

Coordinates with recruitment division to discuss revisions in specifications to improve quality of candidates and to reflect current occupational standards, licensing etc.

Performs related work as required.

IV. KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of professional and federal guidelines and regulations and their application to the area of wage and salary administration, test development, or employment recruitment and selection.

Knowledge of common business software and its application to human resource functions in the areas of classification and compensation, test development or recruitment and selection.

Skill in resolving difficult, confidential and sensitive problems with tact and diplomacy.

Skill in compiling and analyzing data from a wide variety of sources, and in exercising sound judgement to make effective recommendations.

Ability to interpret, apply and explain human resources policy and procedures to others.

Ability to prepare comprehensive narrative and statistical reports on a variety of matters.

Ability to maintain accurate records and prepare reports.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, subject matter experts, consultants and city agency personnel.
Administrative ability.

Ability to schedule, assign and review the work of others.

Knowledge of the principles and practices of position classification and salary administration.

Ability to analyze and recommend the restructuring of organizations, positions and management and administrative procedures.

Ability to conduct extensive surveys of classifications, qualifications and salary.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

A Bachelor's degree from an accredited college or university and four years of professional human resources experience in position classification and compensation. Graduate course work in psychology, personnel administration, business administration, public policy or statistics from an accredited college or university may be substituted for the experience requirement on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994
REVISED: April 11, 2001
October 16, 2002 (title change)
January 2, 2002
June 12, 2004

Removed from Civil Service and placed in Executive Level I March 1, 2007

Baltimore City Department of Human Resources

OPERATIONS MANAGER I

31114

I. CLASS DEFINITION

Operations Manager I – III encompasses managerial work related to the administration of departmental policy and overseeing or coordinating agency operations. Employees engaged in overseeing or coordinating agency operations are responsible for planning, organizing, implementing, administering and supervising the interpretation and application of agency policies, directives and procedures designed to accomplish the mission of the agency. Work of this class may involve supervising professional and technical support workers.

Positions in the Operations Director series are differentiated based on the following factors: analytics, budget, communications, environmental factors, functional responsibilities, minimum qualifications, policy, relationship building, supervision given, and supervision received.

II. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Factor	Operations Manager I (Interpretive)
Analytics	Senior manager reviews and presents consolidated recommendations of staff. Formulates metrics targeted to increase the effectiveness and efficiency of a division of homogeneous administrative functions.
Budget	Senior manager responsible for preparing, presenting, and advocating for budget.
Communications	As senior manager, serves as the primary spokesperson for division.
Environmental analysis	Senior manager participates fully in identifying and balancing division, agency, and City priorities and changing laws and public perceptions. Consults with City's Law Department as required.
Challenge, functional	Senior manager responsible for homogeneous functions within Agency.
Knowledge required/ Minimum Qualifications	Senior manager responsible for tactical/strategic operations. Ensures the evaluation and implementation of plans required for accomplish divisional goals and objectives. See Minimum Education and Experience section.
Policy	Senior manager responsible for supporting, then advocating for and

	persuading executive management to approve divisional policies.
Relationships	Senior manager builds relationships with key stakeholders (nationally, statewide, and/or locally) as needed to achieve the mission of the agency or the City government.
Supervision given	Senior manager may supervise 1+ supervisor directly and a small staff indirectly of administrative, technical or professional positions. • May be recognized as a Subject Matter Expert.
Supervision received	Senior managerial direction (regular status updates) typically from an Operations Director or equivalent.

III. KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles, practices and procedures of business and public administration.

Knowledge of standard office management methods.

Knowledge of organizational structure, staffing patterns and administrative controls.

Ability to plan, organize, and direct the work of others.

Ability to present recommendations clearly and concisely

Ability to exercise judgment and discretion in applying and interpreting departmental policies, laws, rules, regulations and procedures.

Ability to develop and install program procedures.

Ability to speak and write effectively.

Ability to maintain confidentiality of sensitive information.

Ability to communicate effectively with co-workers, staff of other agencies and the general public.

IV. MINIMUM QUALIFICATIONS

Factor	Operations Manager I (Interpretive)
Requirements	A Master's degree in Business Administration, Public Administration, Management, Law, or related field from an accredited college or university plus 6 years of senior management, policy-driven operational responsibilities including 3 years of experience managing homogeneous functions through subordinate supervisors is required. • Professional certifications may be required.
Equivalencies	An equivalent combination of education and experience.

V. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 2015
October 19, 2015

Baltimore City Department of Human Resources

OPERATIONS MANAGER II

31115

I. **CLASS DEFINITION**

Operations Manager I – III encompasses managerial work related to the administration of departmental policy and overseeing or coordinating agency operations. Employees engaged in overseeing or coordinating agency operations are responsible for planning, organizing, implementing, administering and supervising the interpretation and application of agency policies, directives and procedures designed to accomplish the mission of the agency. Work of this class may involve supervising professional and technical support workers.

Positions in the Operations Director series are differentiated based on the following factors: analytics, budget, communications, environmental factors, functional responsibilities, minimum qualifications, policy, relationship building, supervision given, and supervision received.

II. **TYPICAL EXAMPLES OF THE WORK** (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Factor	Operations Manager II (Interpretive)
Analytics	Senior manager reviews and presents consolidated recommendations of staff. Formulates metrics targeted to increase the effectiveness and efficiency of a division of homogeneous/heterogeneous operational functions**.**
Budget	Senior manager responsible for preparing, presenting, and advocating for budget.
Communications	As senior manager, serves as the primary spokesperson for division.
Environmental analysis	Senior manager participates fully in identifying and balancing division, agency, and City priorities and changing laws and public perceptions. Consults with City's Law Department as required.
Challenge, functional	Senior manager responsible for homogeneous/heterogeneous functions within Agency.
Knowledge required/ Minimum Qualifications	Senior manager responsible for **tactical/strategic** operations. Ensures the evaluation and implementation of plans required for accomplish divisional goals and objectives. See Minimum Education and Experience section.

Policy	Senior manager responsible for supporting, then advocating for and persuading executive management to approve divisional policies.
Relationships	Senior manager builds relationships with key stakeholders (nationally, statewide, and/or locally) as needed to achieve the mission of the agency or the City government.
Supervision given	Senior manager may supervise 3 supervisors directly and a medium staff indirectly of administrative, technical or professional positions. • May be recognized as a Subject Matter Expert.
Supervision received	Senior managerial direction (regular status updates) typically from an Operations Director or equivalent.

III. KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles, practices and procedures of business and public administration.

Knowledge of standard office management methods.

Knowledge of organizational structure, staffing patterns and administrative controls.

Ability to plan, organize, and direct the work of others.

Ability to present recommendations clearly and concisely

Ability to exercise judgment and discretion in applying and interpreting departmental policies, laws, rules, regulations and procedures.

Ability to develop and install program procedures.

Ability to speak and write effectively.

Ability to maintain confidentiality of sensitive information.

Ability to communicate effectively with co-workers, staff of other agencies and the general public.

IV. MINIMUM QUALIFICATIONS

Factor	Operations Manager II (Interpretive)
Requirements	A Master's degree in Business Administration, Public Administration, Management, Law, or related field from an accredited college or university plus 8 years of senior management, policy-driven operational responsibilities including 4 years of experience managing homogeneous functions through subordinate supervisors is required. • Professional certifications may be required.
Equivalencies	An equivalent combination of education and experience.

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V. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 2015
October 19, 2015

Baltimore City Department of Human Resources

ADMINISTRATIVE POLICY ANALYST

31122

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

An Administrative Policy Analyst investigates, studies and recommends City-wide administrative policies and procedures and develops and publishes the Baltimore City Administrative Manual. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Budget and Management Research of the Department of Finance, conducts research and studies of City-wide operations to develop and implement administrative systems and to write policies and procedures for such systems for inclusion in the Baltimore City Administrative Manual as promulgated by Baltimore City government.

Researches and analyzes such documents as the City Charter, Board of Estimates rules, Memoranda of Understanding (employee agreements), Federal and Maryland State laws, Baltimore City Council ordinances, legal opinions and business and industry regulations to provide the legal, fiscal and other verification and justification for policies and procedures.

Coordinates the publishing of policies and procedures for inclusion in the City's Administrative Manual; designs forms for Citywide use as necessary.

Conducts special investigations and studies for senior Finance and Budget managers, prepares study reports and recommendations and may present reports to municipal officials and bodies.

Contacts government officials, representatives and staff to determine administrative requirements, acquire information, make recommendations and discuss problems and other matters.

Verifies that developed policies and procedures are in conformance with established laws and legal requirements, budgetary restrictions and labor agreements.

Presents materials to City agencies, Mayor's Expenditure Control Committee and the Board of Estimates for review and approval.

Prepares, coordinates materials including layout, paste-up, verification of format and accuracy of data for documents, publishes and maintains the Baltimore City Administrative Manual, Annual Budget Books and Employee Benefits Program Brochure.

Develops, publishes and updates other City publications for government-wide use by collecting and analyzing data, formulating recommendations and writing necessary documents.

Advises City agencies in the implementation of published material and ensures their compliance.

Monitors and enforces a City-wide forms control program by reviewing forms used by more than one agency and providing technical assistance to agencies in developing forms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of administration.

Knowledge of administrative research and analytical techniques.

Knowledge of the techniques of organizing and publishing documents and materials.

Knowledge of standard English grammar, including syntax, punctuation, tense, subordination, agreement and parallelism.

Knowledge of forms design principles and reproduction and printing techniques and equipment.

Ability to plan, conduct, organize and document comprehensive research projects.

Ability to comprehend and interpret legal and technical terminology, contracts and studies.

Ability to plan and conduct operational studies to develop and implement administrative systems.

Ability to identify and analyze problems and recommend appropriate solutions.

Ability to write in a clear, concise and organized manner and to adapt writing style as appropriate.

Ability to use micro and/or mini computers.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and five years of experience in data compilation and analysis, administrative procedures development, technical writing or investigative, personnel or labor relations work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Not Applicable.

ADOPTED: September 12, 1984

REVISED: September 26, 2007 (title change)

Baltimore City Department of Human Resources

ENVIRONMENTAL POLICY ANALYST

31137

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

An Environmental Policy Analyst conducts environmental studies and recommends environmental policy. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts studies, collects data from various sources and analyzes data, documents, consultant reports and other information and material and develops and prepares recommendations on environmental policy for submission to the Mayor’s Environmental Policy Committee.

Prepares the Mayor's or appointed designee's certification to the Federal government regarding City government compliance with environmental regulations and ensures authorization for the expenditure of Federal funds on urban development and other programs.

Reviews, corrects and approves environmental reports, completes environmental records and interprets City environmental policies and actions.

Attends meetings with consultants, engineers, architects, attorneys, community and business groups and City, State and Federal government officials on environmental matters.

Conducts special studies of City, State and Federal legislation on program aid and negotiates and develops intergovernmental memoranda of agreement regarding environmental regulation and follow-up implementation of such agreements.

Develops environmental assessment methodology, creates models and forms and develops and maintains data files and systems.

Prepares City planning, design and cost feasibility studies to determine environmental impact, costs and conformance or conflict with existing environmental laws, standards and regulations.

Recommends environmental policy and advises City agency personnel on environmental matters.

Researches and prepares responses to questions concerning City environmental review compliance and record keeping submitted by the Baltimore City Department of Audits and the United States Department of Housing and Urban Development.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of environmental policy analysis.

Knowledge of environmental evaluation techniques.

Knowledge of methods for improving environmental conditions.

Ability to collect, organize and analyze data, to design data collection forms and to develop and identify sources of information.

Ability to present ideas, concepts and City environmental policy to State and Federal officials persuasively and effectively.

Ability to understand the relationships and interactions between Federal, State and Local governments and maintain effective working relationships with government officials.

Ability to conduct studies and prepare analytical reports.

Ability to speak and write effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in architecture or engineering from an accredited college or university and four years of experience in performing environmental impact analysis.

Equivalencies - A master's degree in urban planning or a related field may be substituted for one year of the experience requirement; or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: April 9, 1986

REVISED: January 23, 1998
July 29, 2010 (Removed from Agency-specific)

Baltimore City Department of Human Resources

BIKESHARE PROGRAM COORDINATOR

31138

I. CLASS DEFINITION

A Bikeshare Program Coordinator develops marketing programs and materials and oversees the daily operation of the Bikesharing program. Work of this class does not involve any supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek; occasional evening and weekend hours may be required. Work primarily performed indoors where there are no uncomfortable working conditions; however, there may be occasional exposure to inclement weather when working outdoors. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Manages and coordinates the day-to-day aspects of the program to safeguard City interests and promote system use.

Provides daily oversight for the city's contracted services for the program.

Monitors contractor's reports, assesses compliances and addresses issues as they rise.

Researches and implements opportunities to improve the program through expansion.

Monitors expenditures, income and tracking revenue, to ensure accurate and timely financial transactions and processing.

Evaluates fees, demand, costs and operational impacts for program.

Develops and implements policies and procedures.

Co-organize and coordinates Baltimore City Bike to Work Day.

Performs a cost-benefit analysis of bike sharing activities.

Participates in the preparation and management of the program's budget.

Recommends actions to implement legislation, standards or regulations affecting the bike sharing Program.

Participates in workshops and serves on committees concerned with transportation related matters.

Represents the City before legislative committees, conferences and other meetings as necessary.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of marketing and public information practices and procedures.

Ability to develop promotional programs.

Ability to write press releases, pamphlets and flyers.

Ability to deal effectively with others.

Ability to implement legislation, standards and regulations.

Ability to effectively communicate orally and in writing.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor's degree in Urban or Regional Planning, Sustainability, Public Administration, Business Administration, Marketing/Advertising or Transportation Engineering and three years of professional experience in program management, marketing/advertising, finance, capital planning or delivery of transportation operation services.

Equivalencies – A Master's degree in Urban or Regional Planning, Sustainability, Public Administration, Business Management, Marketing/Advertisement or Transportation Engineering and one year of professional experience in program management, marketing/advertising, finance, capital planning or delivery of transportation operation services may be substituted for the education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 26, 2017

REVISED: April 17, 2018

Baltimore City Department of Human Resources

UTILITY POLICY ANALYST

31140

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

A Utility Policy Analyst monitors emerging and current regulations and policies that impact the utility operations, capital improvements and budget of the Bureau of Water and Waste Water and advocates on behalf of the utility's positions in regulatory, industry and legislative organizations regarding these matters. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Monitors, analyzes and evaluates emerging federal and state water, waste water and storm water policy and regulatory changes, including evolving water quality standards and legislation to identify possible impact on utility operations, capital planning and budget of and funding and grant opportunities for the Bureau of Water and Waste Water (WWW) in the Department of Public Works.

Provides pertinent details regarding emerging rules and legislation to DPW management and operations personnel regarding potential financial and operations impact, and participates with management in developing positions; researches and prepares position papers accordingly.

Promotes and explicates the utility's positions to regulators, legislators and to statewide and national industry organizations that advocate on behalf of publicly-owned water utilities.

In coordination with management, develops alternate funding proposals in response to mandates, and prepares justifications and requests to regulatory and enforcement bodies for extensions or other modifications.

Participates in the development and modification of bureau-wide priorities, goals, objectives and policies in light of regulatory and legislative changes; recommends best management practices.

Coordinates with the Law Department regarding development of ordinances related to improving water quality and requiring City Council approval and with public information personnel regarding impact of regulatory and legislative changes on Baltimore citizenry.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of utility policy analysis.

Knowledge of organization, legislative and regulatory processes of federal, state and local governments.

Knowledge of methods for improving water quality.

Ability to collect, organize and analyze data, and identify sources of information.

Ability to understand, interpret and explain federal, state and local regulations.

Ability to present ideas, concepts and city policy to state and federal officials persuasively and effectively.

Ability to understand the relationships and interactions between Federal, State and local governments and maintain effective working relationships with government officials and advocacy personnel.

Ability to evaluate and recommend improvements to utility operations, capital planning and budget planning in order to provide quality service while meeting the federal, state and local regulations.

Ability to analyze and assemble information for and prepare position papers and analytical reports.

Ability to establish and maintain effective working relationships with city agency managers and other personnel.

Ability to speak and write effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in legislative and regulatory analysis and research including one year in the area of utility regulations and policy.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: September 22, 2010

Baltimore City Department of Human Resources

TOWING ADMINISTRATIVE SERVICES SUPERVISOR

31142

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

A Towing Administrative Services Supervisor performs budgetary duties, oversees and coordinates the customer service and cashiering operations of Baltimore City's Towing Section. Work of this class involves supervising cashier and customer service personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek and are subject to 24-hour callback on a rotating basis and as required for emergencies. Work is performed in an office where there are primarily normal working conditions, but where hostile confrontations with members of the general public may be experienced. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Baltimore City Towing Section of the Department of Transportation supervises, through lead workers, customer service employees engaged, by phone or in person, in exchanging and researching information, resolving problems and processing documents related to the impoundment of citizens' vehicles, and supervises, through lead workers, cashiers engaged in receiving and refunding payments related to impoundment of vehicles and processing payments to vendors.

Evaluates employee work performance, determines employee work schedules, disciplines and recommends the hiring, firing and promoting of employees.

Participates in preparing and developing Towing Section budget; allocates revenue and expenses to various budget accounts; prepares revenue and expenditure reports; compiles, analyzes and monitors revenue and expenditure data; analyzes historical and current budget data and recommends budget projections.

Analyzes need for, recommends and justifies expenditures for Customer Service and Cashiering units.

Develops, recommends and oversees the implementation of administrative policies and operations.

Analyzes, develops and evaluates operations and processes of the Customer Service and Cashiering units and budgetary activity to ensure efficient procedures and quality standards are established and met; identifies problem areas, recommends and oversees the implementation of solutions.

Monitors Customer Service and Cashiering units' activities to ensure compliance with State law and City ordinances regarding impoundment and release of citizens' vehicles.

Coordinates the activities and operations of the customer service and cashiering units with the Impoundment Lot and other functional areas.

Oversees the implementation and maintenance of security and safety operations and procedures for the customer service and cashiering units.

Oversees, through lead cashier personnel, the accurate collection from and remittance of payments to citizens and verification and deposit of all monies collected; reviews and approves daily reconciliation reports; develops procedures for and oversees disbursement of payments to vendors.

Authorizes payment adjustments to citizens in accordance with State law and City ordinances.

Oversees the implementation and maintenance of the customer service and cashiering automated voice recognition system; communicates with vendor to resolve problems with system; analyzes and evaluates quality and effectiveness of system, identifies problem areas, recommends solutions and oversees implementation of improvements.

Researches and resolves complex cashiering and customer service problems; resolves customer service complaints involving hostile and irate citizens.

Performs routine personnel work; oversees the maintenance of attendance, payroll and personnel records and files; directs the preparation and processing of personnel forms.

Maintains workload statistics; prepares narrative and statistical reports accounting for units' activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of administrative techniques, procedures and forms.

Knowledge of budget preparation.

Knowledge of billing and fee collection procedures and practices.

Knowledge of customer service practices and procedures.

Skill in using sound judgement, exercising self-control and mitigating hostile situations when communicating with citizens.

Ability to research and resolve complex cashiering and customer service problems with tact and diplomacy.

Ability to read, interpret and apply City ordinances and State laws relating to impoundment of vehicles.

Ability to plan and coordinate administrative functions, including personnel and procurement activities.

Ability to prepare budgets and monitor revenue and expenditures.

Ability to analyze and monitor financial and operational data.

Ability to prepare financial reports.

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

Ability to speak and write effectively.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and three years of experience performing budgetary, fiscal or accounting and customer service work including one year of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: January 28, 2004

Baltimore City Department of Human Resources

SOLID WASTE ANALYST

31152

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

A Solid Waste Analyst oversees the removal of trash and debris from the inner harbor and downtown areas and resulting from special neighborhood clean-ups and conducts management studies and analyses in the Department of Public Works, Bureau of Solid Waste. Work of this class involves directing the activities of solid waste maintenance units and office support personnel.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek but are subject to callback seven days a week. Work is performed in the office and in the field where there may be some exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and directs solid waste maintenance operations involving fire debris and chattel removal, community roll-off and market containers, special clean-ups, emergency crews, and maintenance of the inner harbor and downtown areas.

Disciplines, evaluates the performance of and recommends the hiring, firing and promoting of solid waste maintenance personnel directly and through subordinate supervisors.

Studies and recommends purchase of equipment and staff utilization in the Bureau of Solid Waste.

Directs the utilization of staffing and material resources.

Directs the investigation and disposition of complaints and violations.

Interviews vendors and agency personnel to obtain information for report presentations; collects, compiles and analyzes study data.

Writes reports and prepares presentations for managerial review; prepares presentations to inform business and civic organizations about agency services and resources.

Attends community meetings to solicit community support in maintaining the cleanliness and infrastructure of neighborhoods and to determine the community's concerns; informs the community about Solid Waste services.

Participates in agency and inter-agency task forces related to Citywide projects and carries out or ensures implementation of committee assignments.

Coordinates Solid Waste projects; troubleshoots problems that occur in implementation of projects.

Advises and provides resource information to communities on requesting funds for community projects related to Solid Waste operations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of administrative analysis.

Knowledge of community relations.

Knowledge of grant proposal writing.

Ability to develop and sustain effective working relationships with community residents and with agency employees.

Ability to speak effectively before groups to promote and explain agency services and projects and to determine community concerns.

Ability to solicit community support in maintaining neighborhood cleanliness and infrastructure.

Ability to prepare reports and presentations and to make proposals and recommendations.

Ability to advise community how to write and pursue grant proposals.

Ability to communicate effectively orally and in writing.

Analytical ability.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in administrative analysis and community relations including one year of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience may not be substituted for supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 27, 1997

Baltimore City Department of Human Resources

MANAGEMENT SUPPORT TECHNICIAN

31172

Administrative Division
Management Support Branch
Executive Assistant Group

I. CLASS DEFINITION

A Management Support Technician provides staff support to a department or division level personnel in a variety of functional areas. Work of this class may involve supervisory duties.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Performs various administrative support tasks in a range of functional areas.

Conducts research for special projects, analyzes data, prepares reports.

Develops, reviews and revises departmental policies and procedures in consultation with agency head and managers.

Coordinates or monitors the agency's participation in grant programs, contractual agreements or legally mandated programs; develops and processes contracts between agency programs and vendors; monitors procurement actions and/or contracts to ensure compliance with terms of agreement and performance level, consults with program personnel and resolves problems; ensures that payments are made and contracts are renewed as necessary.

Performs a wide variety of special assignments such as organizational or procedural studies.

Researches and prepares position papers, testimony and reports to justify support or opposition to legislation or in response to constituent concerns; analyzes impact of Federal and State budgetary actions on the department.

Applies and interprets rules, regulations and procedures in the analysis, evaluation and investigation of agency activities; analyzes facts, data and information; identifies patterns; draws conclusions; and formulates solutions to problems, studies and projects.

Receives, investigates and resolves or recommends resolutions to complaints from employees and the general public concerning departmental operations; follows-up to ensure corrective action has been taken.

Serves as liaison between the agency and community groups, government officials, agency heads and other personnel; represents the department at meetings, hearings and conferences and serves on various committees and boards.

Develops forms and office procedures.

May supervise program staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, methodologies and techniques of management support.

Knowledge of principles and practices of basic contract development.

Ability to write service specifications.

Ability to investigate situations and extract and organize facts independently.

Ability to analyze and identify important information, draw conclusions and recommend actions.

Ability to prepare written and oral presentations for legislative bodies.

Ability to perform analytic research.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with persons having varying backgrounds and technical knowledge including departmental personnel, vendors and the general public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and three years of experience in management support work, legislative advocacy work or program oversight work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 24, 2002

Baltimore City Department of Human Resources

PROGRAM COORDINATOR

31192

Administrative Division
General Management Branch
Administrative Services Group

I. CLASS DEFINITION

A Program Coordinator plans and coordinates the activities of an operation or program. Work of this class may involve supervising program and office support personnel.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and coordinates the activities of an operation or program, developing long-range goals, obtaining funds, organizing activities, ensuring compliance with operational or program standards or contractual terms and evaluating outcomes.

Within specific guidelines, develops, implements and recommends changes in program policies and procedures; interprets policies and procedures for others.

Prepares grant proposals by assembling grant materials and writing grant applications.

With others, prepares and administers a program or operations budget developing budget recommendations and monitoring budget expenditures.

Oversees and may participate in the provision of services to program recipients or operation customers, monitoring program efficacy and activities of program staff in their dealings with recipients and customers, advising customers or counseling recipients.

Monitors procurement actions, service agreements and/or contracts to ensure compliance with terms of agreement and performance level; consults with program personnel and resolves problems; ensures that payments are made and contracts are renewed as necessary.

Evaluates program activities to determine program effectiveness and to ensure achievement of program objectives, utilizing field observation, customized application software and analysis techniques; identifies obstacles to objectives and recommends improvements.

Writes reports and memoranda for consideration and approval by superiors and others recommending revisions in legislation or policies and procedures.

Speaks before community groups and other organizations presenting, explaining and promoting program or operation services.

Collaborates with other agencies and organizations at local, State and Federal levels to maximize quality and utilization of program or operation.

May hire, fire, promote, evaluate the performance of and train program staff.

Writes reports on program activities for submission to superiors and others.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the basic techniques of program administration or business management.

Knowledge of the principles, practices and techniques of program development, implementation and evaluation.

Knowledge of standard processes involved in contract management or procurement.

Knowledge of grant funding requirements.

Knowledge of customer relations.

Knowledge of basic Federal grant procedures.

Ability to plan, organize, implement and administer a program or operation.

Ability to utilize common business software.

Ability to make budget recommendations and control expenditures.

Ability to develop and install program procedures.

Ability to speak and write effectively.

Ability to establish and maintain effective working relationships with program recipients, customers, community groups and representatives of public and private agencies.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in planning, supervision, evaluation or coordination of a program or business or operation.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 30, 2009

Baltimore City Department of Human Resources

BUDGET MANAGEMENT ANALYST I

31301

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Budget/Management Analyst I performs routine and complex budget or management analysis, fiscal research or related work. Work of this class requires no supervisory duties or responsibilities.

Incumbents receive general supervision, from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Budget/Management Analyst II in that it involves no lead or advanced work responsibility.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Budget and Management Research writes budget, management and fiscal research reports and proposals for presentation at meetings.

Receives instruction in the administrative policy of Baltimore City; interprets budget policy and procedures for City agencies.

Analyzes departmental budgets by reviewing budget requests of City agencies; performs preliminary review of program budget requests for accuracy and content.

Monitors assigned City agencies' execution and conformance to authorized budgets throughout the fiscal year.

Reviews and analyzes complex agency budgets and makes appropriate recommendations regarding budget requests; presents assigned agency budget recommendations to the Board of Estimates.

Develops procedures for and participates in comprehensive administrative analyses and studies of functional organization and staffing needs of City agencies.

Advises other in the development and interpretation of budgetary policies and procedures and the design of budget forms and form standards.

Compiles and provides data for the Mayor and City Council members on fiscal, governmental operations and related matters.

Conducts studies of proposed capital expenditures for determining the impact upon the City budget in terms of debt service, operating expenses and the tax rate.

Advises on fiscal matters in labor negotiations.

Makes presentations on complex and sensitive budget and management issues to senior level management, agency heads, and the Mayor; answers questions, makes budget projections and provides supporting documentation.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILL AND ABILITITY

Knowledge of the basic principles and practices of budget or management analysis or fiscal research.

Knowledge of the techniques and application of management research and analysis.

Skill in the analysis of government agency budgets, organization, administration and staffing.

Skill in utilizing standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Ability to conduct studies, compile and analyze data and prepare reports.

Ability to conduct management and budget studies, analyze findings and make independent and cogent recommendations.

Ability to write clear and concise narrative and statistical reports.

Ability to develop budget and administrative procedures and forms.

Ability to express ideas and abstract thoughts clearly in written and oral form.

Ability to make presentations before groups and respond to questions and defend information efficiently and effectively.

Ability to establish and maintain effective working relationships with City agency managers and other personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and six months experience in the analysis of budgets, management operations, government programs, statistics, economics, public policy, legislation or systems.

Equivalencies – A Master's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 1979

REVISED: February 15, 1980 (title changed)
February 10, 1981
February 20, 1981
April 22, 1981
May 21, 1984
August 5, 1985
October 4, 1989
July 16, 1991
August 11, 2003
November 14, 2003
September 1, 2008
July 1, 2014

Baltimore City Department of Human Resources

BUDGET/MANAGEMENT ANALYST II

31302

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Budget/Management Analyst II performs budget or management analysis, fiscal research or related work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Budget/Management Analyst I in that it involves analyzing budgets or conducting management or fiscal research studies of a limited complexity.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Budget and Management Research, analyzes departmental budgets of a limited complexity by reviewing budget requests of City agencies; performs preliminary review of program budget requests for accuracy and content.

Monitors assigned City agencies' execution and conformance to authorized budgets throughout the fiscal year.

Presents budget recommendations and makes presentations on budget and management studies to senior level management groups, agency heads and the Mayor; answers questions, makes budget projections and provides supporting justifications.

Conducts studies of citywide operations to improve existing Administrative Manual policies and procedures and instructs agencies in implementing new Administrative Manual regulations.

Conducts management system studies of agency operations, organizations and procedures to develop efficient administrative systems.

Reviews agency requests to fill positions for fiscal sufficiency and agency needs.

Advises on fiscal matters in labor negotiations.

Writes impact statements for presentation to Board of Estimates.

Reviews Personnel Action Requests for accuracy and appropriateness and approves.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of budget and management analysis and fiscal research.

Skill in utilizing standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Analytical ability.

Ability to conduct management and budget studies, analyze findings and make effective recommendations.

Ability to write clear and concise narrative and statistical reports.

Ability to communicate effectively, orally and in writing.

Ability to make presentations before groups.

Ability to establish and maintain effective working relationships with City agency managers and other personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and three years of experience in the analysis of budgets, management operations, government programs, statistics, economics, public policy, legislation or systems.

Equivalencies – A master’s degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may be substituted for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction.

ADOPTED: June 26, 1979

REVISED: February 15, 1980 (title changed)
February 10, 1981
February 20, 1981
May 21, 1984
August 5, 1985
October 4, 1989
July 16, 1991
August 11, 2003
November 14, 2003

Baltimore City Department of Human Resources

BUDGET/MANAGEMENT ANALYST III

31303

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Budget/Management Analyst III performs complex budget or management analysis, fiscal research or related work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Budget/Management Analyst II in that it involves the analyzing of budgets and the conducting of management or fiscal research studies of a complex nature. Advanced skills in budget or management analysis are required to perform this work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Budget and Management Research, reviews and analyzes complex agency budgets and makes appropriate recommendations regarding budget requests; presents assigned agency budget recommendations to the Board of Estimates.

Develops procedures for and participates in comprehensive administrative analyses and studies of functional organization and staffing needs of City agencies.

Advises others in the development and interpretation of budgetary policies and procedures and the design of budget forms and form standards.

Reviews agency requests to fill positions for fiscal sufficiency and agency needs.

May participate in a supportive role in labor negotiations with all City unions; may gather data and provide recommendations on fiscal matters as a representative of the Department of Finance.

Compiles and provides data for the Mayor and City Council members on fiscal, governmental operations and related matters.

Conducts studies of proposed capital expenditures for determining the impact upon the City budget in terms of debt service, operating expenses and the tax rate.

Makes presentations on complex and sensitive budget and management issues to senior level management, agency heads, and the Mayor; answers questions, makes budget projections and provides supporting documentation.

Prepares salary schedules for use by other City agencies and for inclusion in the Administrative Manual.

May assist in the administration and maintenance of the Bureau's informational database.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of budgetary principles and practices.

Knowledge of the techniques and application of management research and analysis.

Skill in utilizing standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Skill in the analysis of government agency budgets, organization, administration and staffing.

Ability to develop budget and administrative procedures and forms.

Analytical ability.

Ability to relate work program data with staffing requirements.

Ability to conduct complex management and budget studies, analyze findings and make effective recommendations.

Ability to establish and maintain effective working relationships with City agency managers and other personnel.

Ability to express ideas and abstract thoughts clearly in written and oral form.

Ability to make presentations before groups.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and four years of experience in the analysis of budgets, management operations, government programs, statistics, economics, pubic policy, legislation or systems.

Equivalencies – A master's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may be substituted for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 1979

REVISES: February 15, 1980 (title changed)
February 10, 1981
February 20, 1981
April 22, 1981
May 21, 1984
August 5, 1985
October 4, 1989
July 16, 1991
August 11, 2003
November 14, 2003

Baltimore City Department of Human Resources

BUDGET/MANAGEMENT ANALYST II

31304

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Budget/Management Analyst II acts as the leader and coordinator of a budget team and performs complex budget and management analysis and fiscal research. Work of this class involves leading budget analysts, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Budget/Management Analyst I in that it involves leading a team of budget/management analysts.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads a team of budget/management analysts; provides technical direction and leadership to team members; assigns and participates in special projects; reviews work and ensures timely completion of the work and compliance with professional and internal standards.

Coordinates the budget work of various agencies; with thorough knowledge of agency budgets, acts as a technical expert in specific budget areas and represents the budget team and bureau at agency meetings and official hearings.

Advises the Budget Director on strategies and other budget matters and issues.

With other Budget/Management Analyst II's, coordinates the budget production process, including budget planning, control, forecasting, preparation and publishing.

Provides bureau leadership and represents the budget bureau, when necessary.

Performs budget review and analysis for a limited number of City agencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of budgetary principles and practices.

Skill in the techniques and application of management research and analysis.

Skill in the utilization of standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Ability to act as a technical expert on specific agency budget areas.

Ability to coordinate budget processes, including budget planning, control, forecasting, preparation and publishing.

Ability to advise and represent superiors on budget matters.

Ability to conduct complex and sensitive budget and management studies and special assignments, analyze findings and make effective recommendations.

Ability to provide direction and leadership to a team of budget/management analysts.

Ability to review and guide the work of others.

Ability to establish and maintain effective relationships with City agency managers and other personnel.

Ability to express ideas and abstract thoughts clearly in oral or written form.

Ability to make presentations before groups and respond to questions and defend information efficiently and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and two years of experience in the analysis of budgets, management operations, government programs, statistics, economics, public policy, legislation or systems.

Equivalencies – A Master’s degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may substitute for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction.

ADOPTED: October 4, 1989

REVISED: July 16, 1991
June 24, 1992
August 11, 2003
November 14, 2003
September 1, 2008
July 1, 2014

Baltimore City Department of Human Resources

BUDGET MANAGEMENT ANALYST III

31305

I. CLASS DEFINITION

A Budget/Management Analyst III acts as a lead and coordinator of a budget team and performs complex budget and management analysis and fiscal research. Work of this class involves leading budget analysts, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Budget/Management Analyst II in that it involves leading a team of budget/management analysts.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads a team of budget/management analysts; provides technical direction and leadership to team members; assigns and participates in special projects; reviews work and ensures timely completion of the work and compliance with professional and internal standards.

Coordinates the budget work of various agencies; with thorough knowledge of agency budgets, acts as a technical expert in specific budget areas and represents the budget team and bureau at agency meetings and official hearings.

Analyzes departmental budgets by reviewing budget requests of City agencies with complex budget portfolios; performs preliminary review of program budget requests for accuracy and content.

Reviews and analyzes complex agency budgets and makes appropriate recommendations regarding budget requests; presents assigned agency budget recommendations to the Board of Estimates.

Advises the Budget Director on strategies and other budget matters and issues.

Coordinates the budget production process, including budget planning, control, forecasting, preparation and publishing.

Provides bureau leadership and represents the budget bureau, when necessary.

Performs budget review and analysis for a limited number of City agencies.

Conducts studies of proposed capital expenditures for determining the impact upon the City budget in terms of debt service, operating expenses and the tax rate.

Advises on fiscal matters related to labor negotiations.

Makes presentations on complex and sensitive budget and management issues to senior level management, agency heads, and the Mayor; answers questions, makes budget projections and provides supporting documentation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of budgetary principles and practices.

Skill in the techniques and application of management research and analysis.

Skill in the utilization of standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Ability to act as a technical expert on specific agency budget areas.

Ability to coordinate budget processes, including budget planning, control, forecasting, preparation and publishing.

Ability to advise and represent superiors on budget matters.

Ability to conduct complex and sensitive budget and management studies and special assignments, analyze findings and make effective recommendations.

Ability to provide direction and leadership to a team of budget/management analysts.

Ability to review and guide the work of others.

Ability to establish and maintain effective relationships with City agency managers and other personnel.

Ability to express ideas and abstract thoughts clearly in oral or written form.

Ability to make presentations before groups and respond to questions and defend information efficiently and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and four years of experience in the analysis of budgets, management operations, government programs, statistics, economics, public policy, legislation or systems.

Equivalencies – A Master's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may substitute for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 24, 2018

Baltimore City Department of Human Resources

BUDGET ANALYST DPW

31306 Administrative Division

Fiscal Management Group

I. CLASS DEFINITION

A Budget Analyst DPW acts as the leader and coordinator of a budget team and performs complex budget and management analysis and fiscal research. Work of this class may lead budget/fiscal analysts, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides technical direction and leadership to team members; assigns and participates in special projects; reviews work and ensures timely completion of the work and compliance with professional and internal standards.

Coordinates the budget work of the agency; with thorough knowledge of agency budgets, acts as a technical expert in specific budget areas and represents the fiscal management team at agency meetings and official hearings.

Advises management on strategies and other budget matters and issues.

Coordinates the budget production process, including budget planning, control, forecasting, preparation and publishing.

Provides department leadership and represents the department, when necessary.

Performs budget review and analysis for assigned areas.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of budgetary principles and practices.

Skill in the techniques and application of management research and analysis.

Skill in the utilization of standard business software programs such as spreadsheets, word processing, database, presentation and graphics programs.

Ability to act as a technical expert on specific agency budget areas.

Ability to coordinate budget processes, including budget planning, control, forecasting, preparation and publishing.

Ability to advise and represent superiors on budget matters.

Ability to conduct complex and sensitive budget and management studies and special assignments, analyze findings and make effective recommendations.

Ability to provide direction and leadership to a team of budget/management analysts.

Ability to review and guide the work of others.

Ability to establish and maintain effective relationships with City agency managers and other personnel.

Ability to express ideas and abstract thoughts clearly in oral or written form.

Ability to make presentations before groups and respond to questions and defend information efficiently and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university and two years of experience in the analysis of budgets, management operations, government programs, statistics, economics, public policy, legislation or systems.

Equivalencies – A Master’s degree in business, public administration, public policy, economics, accounting, statistics, political science or operations research from an accredited college or university may substitute for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction.

ADOPTED: October 25, 2017

Baltimore City Department of Human Resources

ADMINISTRATIVE ANALYST I

31311

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

An Administrative Analyst I conducts management studies and analyses to improve workflow, simplify procedures, and to implement cost reductions. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees work a conventional workweek. Work is performed in an office setting where there are no uncomfortable conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Administrative Analyst II in that it conducts studies and analyses to recommend improvements to existing work systems, but does not involve planning and designing new systems.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Studies and recommends improvements in the organization, operations and administrative procedures of a City agency.

Develops procedures for organizational and administrative studies.

Interviews agency personnel to obtain information for duties.

Collects, compiles, and analyzes study data and, based on data, prepares plans for improvements in the management of an agency.

Writes reports detailing recommendations for improvements in administrative procedures and agency organization.

Advises agency managers and supervisors on improvements in organization and procedures.

Answers inquiries of and provides information to City government personnel and others regarding agency operation policies and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of administrative analysis.

Ability to develop administrative procedures and forms.

Ability to conduct administrative and organizational studies and make recommendations for improvements.

Ability to collect, compile and analyze data.

Ability to assemble information for and prepare reports.

Ability to deal with City government personnel effectively.

Ability to express ideas and abstract thoughts clearly both in written and oral form.

Ability to interpret the administrative policies and procedures of Baltimore City government.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university and two years of experience in workflow analysis, procedures manual writing, or operational analysis.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 9, 1983

REVISED: June 29, 1983 (title changed)
October 7, 1983
January 21, 2010

Baltimore City Department of Human Resources

ADMINISTRATIVE ANALYST II

31312

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

An Administrative Analyst II conducts management studies and analyses to design, revise or improve systems and regulations in order to meet the various goals and objectives of a department or program. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees work a conventional work week. Work is performed primarily in an office setting where there are no uncomfortable conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Administrative Analyst I in that it involves reviewing existing and proposed laws and legislation, planning, designing and implementing new systems and analyzing and recommending improvements and changes to existing departmental systems and program regulations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, designs and implements new systems to meet a department's goals for increased productivity or efficient operations.

Makes improvements to existing systems by developing new procedures, reviewing existing and proposed City, State and Federal laws and regulations to ensure continued department and program legal compliance or modifying the system to handle additional data.

Conducts special studies and investigations to devise systems and legislative and program policy strategies to meet current and projected needs.

Develops management control systems to aid in financial planning and cost analysis.

Uses a variety of techniques to analyze problems and devise new systems including cost accounting, building mathematical or economic models.

Recommends program changes to ensure compliance with City, State and Federal legislation, regulations and statutes.

Reviews new software packages and recommends the purchase of programs to increase productivity or enhance existing process.

Drafts policy statements concerning new or revised legislation.

Conducts meetings to demonstrate new methods or procedures or to explain legal changes and their effects on program goals, policies and activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of research principles of methods and techniques of data processing.

Knowledge of mathematical modeling and economic simulation.

Knowledge of program evaluation and cost and productivity analysis.

Ability to develop, monitor and evaluate programs to measure performance.

Ability to make cost estimates.

Ability to review and analyze legislation, laws and statutes in order to determine their impact on program goals, policies and activities.

Ability to establish and maintain effective relationships with agency personnel and City, State and Federal officials.

Ability to communicate effectively, both orally and in writing.

Ability to compile statistical reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in work flow analysis, procedures manual writing, operational analysis, or legislative policy analysis.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 9, 1970

REVISED: March 3, 1971
June 29, 1983 (title changed)
October 7, 1983
March 11, 1987
January 5, 1988
January 27, 1997
March 25, 1999
October 22, 1999
January 21, 2010

Baltimore City Department of Human Resources

OPERATIONS RESEARCH ASSISTANT

31313

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

An Operations Research Assistant processes data and statistics, conducts limited research and analysis and provides complex office support. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Collects, compiles and verifies data and statistics for use in conducting analyses of agency programs, services and functions.

Participates with management and supervisors to identify categories of data that warrant collecting.

Analyzes statistics for consistency, trends and qualified problem areas; with supervisor reviews statistics and discusses means of addressing problem areas.

Meets with program supervisors to: gain their input and cooperation in the collection of program and utilization statistics; exchange and review information regarding statistics already collected and correct inaccuracies; discuss process for providing statistics, inconsistencies and qualified problem areas and how those problems can be addressed.

Determines the format for collection of statistics; utilizes personal computer to set up spreadsheets and databases; enters data; and generates reports.

Prepares charts, graphs, and statistical tabulations; assists in the preparation of reports, presentations and proposals.

Types a variety of correspondence, tabular material, narrative and statistical reports and presentations materials; may utilize desktop publishing.

May assist in the preparation, scheduling, set up and facilitation of training sessions, workshops and presentations or meetings.

Participates in operational and management studies as required.

Maintains files of correspondence, forms, reports and related materials.

Develops office systems for maintaining and accessing records, statistics and schedules.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office practices and procedures.

Knowledge of computer spreadsheets.

Skill in the use of word processing software to produce a wide variety of correspondence and narrative and statistical reports.

Ability to collect, compile and verify data and statistics.

Ability to design formats for statistical and narrative information and forms.

Ability to understand basic research techniques.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records and files.

Ability to maintain confidentiality of sensitive material.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - An Associate of Arts degree from an accredited college or university and three years of experience in office support work or research assistance work.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction.

ADOPTED: July 1, 1995

REVISED: March 30, 1999

Baltimore City Department of Human Resources

OPERATIONS RESEARCH ANALYST

31314

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

An Operations Research Analyst conducts management, operational and organizational studies to identify and resolve operating problems and monitors, evaluate the effectiveness of City government services and provide a resource for strategic, fiscal and operational planning. Work of this class may involve supervising administrative analyst and fiscal personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and at work sites where the employee is exposed to no uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs operational, organizational, management and procedural analyses.

Conducts studies of operating statistics, problems and procedures, such as work production, communications, information flow, inventory control, cost analysis or licensing and fee structures to devise most efficient methods of accomplishing work.

Formulates mathematical or simulation models of management and operational problems for solution by computers or other methods.

Analyzes and documents study findings and drafts alternate plans for implementation of new systems, procedures or organizational changes.

Drafts narrative, statistical and graphic reports and participates in the preparation of group presentations, detailing analyses, evaluations, alternate action plans and recommended courses of action for presentation to management.

Assists in facilitating implementation of new systems and/or procedures; may install and train personnel in application; monitors and evaluates process; advises management of obstacles.

May develop or update operating manuals outlining established methods of performing work in accordance with organizational policy.

May develop and apply time and cost networks, such as Program Evaluation and Review Techniques (PERT), to plan and control large projects.

May assign and review work, evaluate performance and recommend the hiring, firing and promotion of others.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of budget, management, operational and methods analysis.

Knowledge of the principles and practices of public administration in a large organization.

Knowledge of the principles and applications of computer spreadsheets, databases and presentation software.

Ability to synthesize data from a wide variety of sources.

Ability to comprehend and define complex problems and prepare solutions or arguments.

Ability to work with mathematical statistics, mathematical probability and application, experimental design, statistical inference, and econometrics.

Ability to construct mathematical and computer models for use in analysis and forecasting.

Ability to write reports, critical recommendations and presentation materials.

Ability to communicate effectively and to enlist the cooperation of others.

Ability to read and comprehend complex technical, fiscal and legal materials.

Ability to handle multiple projects and changing priorities.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A master's degree from an accredited college or university including advanced courses in public administration and two years of experience in operations research, systems design, business process reengineering and other management analyses.

Equivalencies - A bachelor's degree including advanced courses in public administration or a related field and two years of additional experience may be substituted for the master's degree.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction.

ADOPTED: July 1, 1995

REVISED: March 7, 2006

Baltimore City Department of Human Resources

FISCAL POLICY ANALYST

31321

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Fiscal Policy Analyst reviews and conducts complex fiscal studies for committees of the City Council. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional work week that may include some evening hours. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Councilmanic Services, conducts complex fiscal and financial policy studies for committees of the City Council.

Studies, analyzes and makes recommendations on the annual City budget.

Compiles fiscal reports including annual city budget, revenue estimates and sources, recommended appropriations to agencies and fiscal policies and procedures.

Studies, analyses and makes recommendations on the organization of agencies of city government, and proposals for capital improvements, governmental efficiency and the need for City agency functions and services.

Conducts studies and writes reports on the fiscal relationship of the City government with State, Federal, County and other governments and organizations.

Prepares and monitors the budget of the Office of Councilmanic Services.

Conducts special fiscal or budgetary studies as requested by the City Council or its members or as assigned by the Director of Councilmanic Services.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of public budgetary practices.

Knowledge of the principles and techniques of budgetary and fiscal analysis including research and statistical analysis and their application to budgetary and fiscal problems.

Knowledge of the principles and practices of public administration.

Knowledge of the background, issues, and current trends in municipal government finance and other related urban studies.

Ability to write reports.

Ability to establish and maintain effective working relationships with City officials, departmental personnel and personnel of other governmental agencies and institutions.

Ability to assign, review and correct the work of subordinate personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A master's degree from an accredited college or university and four years of experience in the analysis of governmental budgets.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: July 18, l989

ABOLISHED: July 23, 2008 (DHR 963-08)

READOPTED: January 25, 2012

Baltimore City Department of Human Resources

FISCAL RESEARCH ANALYST

31342

Administrative Division
General Management Branch
Budget Management Analysis Group

I. CLASS DEFINITION

A Fiscal Research Analyst conducts financial research and planning, manages the City's central budget system, and provides expert analysis of the City's pension, health care, worker's compensation, and insurance costs to support budget formulation, budget monitoring, revenue forecasting, and management research. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Budget and Management Research (BBMR) plans and conducts fiscal and budgetary research studies.

Administers the City's central budget information system, including managing access to the system, implementing global budget adjustments, designing and generating reports, and ensuring system integrity and integration with the central accounting system.

Analyzes the City's employee pension and health care, worker's compensation, and insurance, including developing budget estimates, forecasting long-term cost trends, monitoring expenses, recommending strategies to better manage these costs, and assisting with labor negotiations concerning employee salaries and benefits.

Evaluates the effectiveness of systems and models and recommends and initiates the modification and improvement of systems.

Initiates and plans studies, develops research concepts and methodologies and conducts studies of government expenditures and revenues, tax proposals, fiscal legislation and related matters; develops budget projections and forecasting models and prepares various optional projections and models for review; makes recommendations and prepares proposals for presentation to government officials.

Coordinates annual updates of BBMR's three-year revenue and expenditure projections and associated reports.

Designs program performance evaluation models for the measurement of City agency budgetary, operational and managerial effectiveness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of budget, fiscal and management analysis.

Knowledge of the design of information technology systems, applications and models.

Knowledge of the capabilities and uses of budgeting software.

Ability to develop research techniques and methodologies.

Ability to work effectively with others.

Ability to express ideas and abstract concepts in written and oral form.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in budget or fiscal analysis.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 16, 1986

REVISED: September 22, 2010 (title change)
January 9, 2012

Baltimore City Department of Human Resources

LIAISON OFFICER I

31420

Administrative Division
General Management Branch
Administrative Liaison Group

I. CLASS DEFINITION

A Liaison Officer I acts as a liaison between a City agency and the community and promotes and coordinates agency programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek that may involve evening hours. Work is performed in an office and in the community where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liaison Officer II in that it involves the full range of liaison duties but does not involve assigning and reviewing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Acts as a liaison between a City agency or department and relevant community groups and associations, business and professional groups and City, State and Federal government agencies and officials.

Serves as a liaison between City agency executives, officials and staff, and members of the general public to resolve problems, to solicit proposals and opinions on agency programs and projects and to explain agency programs, projects and policies to interested or concerned citizens and groups.

Attends community and neighborhood meetings to gather information for the agency and to answer community questions on agency policies, projects and programs.

Advises community and neighbor groups on resolving specific problems and complaints associated with a City agency program, policy or project.

Conducts special studies; makes recommendations noting potential problems and sources of conflict with communities and the general public.

Prepares reports on agency policies, programs and projects.

Serves as the official agency representative on various boards and committees and may provide staff support to these bodies.

May interview, evaluate and recommend candidates for agency programs and projects.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of public administration.

Ability to deal effectively with individual citizens, community and neighborhood groups and City, State and Federal agencies and officials.

Ability to speak effectively before groups to promote and explain agency programs, policies and projects.

Ability to prepare reports and to make proposals and recommendations.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in community service work or administrative coordination.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE Those eligibles who under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 30, 1982

REVISED: May 17, 1984
April 9, 1986
September 23, 1992
February 23, 2011 (title change)

Baltimore City Department of Human Resources

LIAISON OFFICER II

31422

Administrative Division
General Management Branch
Administrative Liaison Group

I. CLASS DEFINITION

A Liaison Officer II develops and coordinates community outreach liaison activities and operations between a City agency and the community and promotes and coordinates agency programs. Work of this class involves leading community liaison and outreach employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional workweek that may involve evening hours. Work is performed in an office and in the community where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liaison Officer I in that it involves assigning and reviewing, organizing and scheduling the work of a unit of employees engaged in community outreach and liaison activities, may issue verbal reprimands and train employees.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Develops and coordinates informational and fact-finding liaison activities between a City agency or department and relevant community groups and associations, business and professional groups and City, State and Federal government agencies and officials; researches and recommends establishing new community liaison activities and associations or the discontinuing of current community liaison arrangements to agency superiors.

Serves as a liaison between City agency executives, officials and staff, and members of the general public to resolve problems, to solicit proposals and opinions on agency programs and projects and to explain agency programs, projects and policies to interested or concerned citizens and groups.

Serves as a team leader on community liaison and outreach projects; assigns and reviews, organizes and schedules the work of subordinate employees performing community outreach work; may transfer subordinate employees to new community assignments; may issue verbal reprimands and train employees.

Conducts and handles sensitive, controversial or high-profile community meetings with tact, dispatch and diplomacy; advises communities on how to deal with the media in these situations.

Attends community and neighborhood meetings to gather information for the agency and to answer community questions on agency policies, projects and programs; may advise community groups and leaders on general community problems, strategies and rehabilitation and revitalization plans.

Advises community and neighborhood groups on resolving specific problems and complaints associated with a City agency program, policy or project; confers with agency officials to explain community problems and complaints and to determine ways to resolve them..

Conducts confidential studies of controversial or high-profile community matters; makes recommendations noting potential problems and sources of conflict with communities and the general public and local, State and Federal government agencies.

Prepares status and progress reports on agency community liaison policies, programs and projects.

Advises agency and departmental superiors on agency community liaison and outreach projects, programs and activities effectiveness and problems; develops and recommends strategies to enhance liaison effectiveness and resolve liaison problems.

Serves as the official agency representative on various boards and committees and may provide staff support to these bodies; maintains liaison with other City agencies and departments on interagency community outreach and liaison efforts, programs and strategies.

Interviews, evaluates and recommends communities and community leaders for inclusion in agency community liaison programs and projects.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of public administration.

Skill in developing, coordinating, operating and monitoring the community liaison and outreach program of a City agency.

Skill in evaluating the effectiveness of a community outreach and liaison program.

Ability to deal effectively with individual citizens, community and neighborhood groups and City, State and Federal agencies and officials.

Ability to speak effectively before groups to promote and explain agency programs, policies and projects.

Ability to handle sensitive, controversial or high-profile matters with tact, dispatch and diplomacy.

Ability to function as a team leader and assign and review, organize and schedule the work of subordinate employees.

Ability to train others.

Ability to prepare reports and to make proposals and recommendations on community liaison and outreach activities.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in community service work or administrative coordination.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE Those eligibles who under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 25, 2008

Baltimore City Department of Human Resources

PROGRAM COMPLIANCE ASSISTANT

31500

Administrative Division
General Management Branch
Program Compliance and
Evaluation Group

I. CLASS DEFINITION

A Program Compliance Assistant performs paraprofessional program compliance work by collecting and documenting data observed at program sites. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, although occasional early mornings, evening and weekend work may be necessary. Work is performed primarily at program sites where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Monitors programs for contract compliance by conducting site visits, observing the activities of contract staff, and collecting and documenting data.

Prepares written reports of field visits.

Informs on-site staff of discrepancies between contract requirements and program activity.

May discuss with on-site staff of contractors the need for compliance with federal requirements.

Submits documented data to supervisor for analysis and enforcement on contract requirements.

With superiors, participates in training sessions for contractors' staff and grantees.

Maintains records of activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to communicate effectively orally and in writing.

Ability to observe in order to obtain information.

Ability to present and explain findings.

Ability to gain the cooperation of and cooperate with others.

Ability to work effectively with others.

Ability to maintain records and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in program administration, program compliance work or community service work.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management is required.

ADOPTED: January 5, 1994

REVISED: September 20, 1996 (license changed)

Baltimore City Department of Human Resources

PROGRAM COMPLIANCE OFFICER I

31501

Administrative Division
General Management Branch
Program Compliance and
Evaluation Group

I. CLASS DEFINITION

A Program Compliance Officer I monitors programs and enforces program requirements. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Program Compliance Officer II in that it involves the enforcement of laws, rules, regulations, program policies, procedures and guidelines and grant contracts of a standard nature.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Enforces and ensures adherence to laws, regulations, program policies and guidelines and grant requirements such as minimum and prevailing wage ordinances, equal employment opportunity laws and Federal contract requirements.

Explains and interprets laws, regulations, guidelines and grants for governmental officials and personnel, employers, employees, contractors and other interested parties.

Investigates violations of and ensures compliance with laws, regulations, policies, guidelines and grant requirements and corrects violations; conducts interviews to obtain information for use in enforcement and compliance activities.

Reviews, verifies and certifies eligibility of program participants.

Monitors programs and ensures adherence to grant requirements.

Conducts surveys and collects data for use in enforcement and compliance activities.

Compiles and assembles reports for submission to government agencies and superiors.

Drafts correspondence for the signature of superiors and others.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of administration.

Ability to conduct interviews to obtain information.

Ability to investigate situations and extract and organize facts.

Ability to present and defend findings.

Ability to apply and interpret rules, regulations and procedures.

Ability to gain the cooperation of and cooperate with others.

Ability to express ideas, both orally and in writing.

Ability to deal effectively with government officials and personnel, representatives of private organizations, community groups and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Bachelor's degree from an accredited college or university and two years of experience in program evaluation, coordination, planning or supervision.

Equivalencies - Equivalent combination of education and experience.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Some positions in the Department of Transportation require a valid Maryland Class C Noncommercial driver’s license acceptable to the Office of Risk Management.

ADOPTED: March 9, 1983

REVISED: October 20, 1983
August 29, 2005

Baltimore City Department of Human Resources

PROGRAM COMPLIANCE OFFICER II

31502

Administrative Division
General Management Branch
Program Compliance and Evaluation Group

I. CLASS DEFINITION

A Program Compliance Officer II develops and monitors programs and enforces program requirements. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class Program Compliance Officer I in that it involves the development and evaluation of program policies and procedures. The work of this class may include assigning, reviewing and approving the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops policies and procedures for the enforcement of and enforces and assures adherence to laws, regulations, program guidelines and contracts such as equal employment opportunity laws and Federal contracts.

Evaluates and recommends modification in programs, laws, regulations and grants.

Meets with and explains laws, regulations, program guidelines and contracts to public and private organizations and personnel.

May assign, review and approve the work of others.

Conducts reviews of violations of and ensures compliance with laws, regulations, program guidelines and grant requirements.

Prepares correspondence and oversees and participates in the compiling and assembling of reports.

Acts as a liaison with public and private organizations ensuring an understanding of legal and program requirements and maintaining contact and rapport with such organizations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of administration.

Ability to investigate situations and extract and organize facts.

Ability to evaluate data, compare data to existing standards and draw conclusions.

Ability to present and defend findings.

Ability to apply and interpret rules, regulations, and procedures.

Ability to gain the cooperation of and cooperate with others.

Ability to express ideas, both orally and in writing.

Ability to assign, review and approve the work of others.

Ability to deal effectively with government officials and personnel, representative of private organizations, community groups and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and three years of experience in program evaluation, coordination, planning or supervision.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 9, 1983

REVISED: October 20, 1983

Baltimore City Department of Human Resources

PROGRAM ANALYST

31511

Administrative Division
General Management Branch
Program Compliance and
Evaluation Group

I. CLASS DEFINITION

A Program Analyst researches, reviews and evaluates the activities of an agency's programs to determine their efficiency and effectiveness. Work of this class involves no supervisory duties or responsibilities.

Incumbent receives general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Collects and analyzes data, documents, reports and other information and materials in order to develop recommendations concerning the effectiveness of agency program policies and procedures; makes recommendations to improve efficiency of agency's organization to meet goals and objectives.

In collaboration with program management, develops criteria to establish and identify program goals, objectives, strategies and priorities; conducts an assessment of programmatic needs, and analyzes availability and utilization of existing allocated resources.

Develops mechanisms to monitor, analyze and determine the effectiveness of program performance.

Prepares in-depth and detailed feasibility studies to determine impact, costs and conformance with agency and City wide regulations.

Coordinates, researches and prepares responses to complaints and inquiries for information from city officials and constituents.

Prepares statistical and narrative reports, documents and records for submission to funding sources; prepares program evaluation reports.

Attends and participates in agency and program meetings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the application of research and statistical analysis.

Ability to evaluate program policies and procedures.

Ability to develop programs to resolve program problems.

Ability to develop criteria to identify program goals and objectives.

Ability to develop and maintain record, data collection and reporting systems.

Ability to deal with others.

Ability to prepare detailed statistical and narrative reports.

Ability to speak and write clearly and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in the collection, analysis and evaluation of program processes, policies or procedures.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 11, 1967

RE-ADOPTED: October 29, 2008

REVISED: January 4, 1968
June 19, 1974 (title changed)
August 27, 1975
July 12, 1984
November 22, 1985

Baltimore City Department of Human Resources

GRANTS PROCUREMENT OFFICER

31754

Administrative Division
General Management Branch
Administrative Service Group

I. CLASS DEFINITION

A Grants Procurement Officer identifies grant resources and monitors the preparation of grant applications. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In an City agency, identifies public and private grant resources; researches and informs staff of grants available to fund department activities; screens out non-useable grants.

Develops departmental procedures for submitting applications; distributes grant proposal applications to department staff; monitors status of applications.

Coordinates and participates on grant proposal project teams; provides technical assistance to the teams.

Reviews applications for content, form and adherence to funding source guidelines; may edit proposals; ensures application package is complete before submission.

Monitors grant reviews, evaluations, modifications and renewals.

Maintains central repository of all grant proposal activity.

Trains department administrators and community representatives in the preparation of grant proposals and applications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of health service delivery systems.

Knowledge of grant proposal preparation.

Knowledge of grant resources.

Ability to prepare and monitor grants.

Ability to write effectively.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in grant proposal writing and development.

Equivalencies - An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 1991

Baltimore City Department of Human Resources

RESOURCE DEVELOPMENT COORDINATOR

31755

Administrative Division
General Management Branch
Grants Management Group

I. CLASS DEFINITION

A Resource Development Coordinator oversees grants development. Work of this class involves supervising professional and office support personnel.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Identifies public and private granting agencies or organizations that are potential funding sources; develops working relationships with these agencies.

Develops and directs partnership initiatives with public and private agencies in order to pool resources; may initiate contractual agreements.

Negotiates terms and conditions with prospective granting agencies.

Supervises the coordination of grant proposal writing and submission.

Oversees the grant review process; communicates with granting sources to learn funding requirements; informs others of funding source requirements; may oversee staff preparation for on-site grant reviews to ensure compliance.

Develops financial portion of grant proposals.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of human service delivery systems and organizations.

Knowledge of grant proposal development and negotiation methods.

Knowledge of grant resources.

Ability to administer and direct grant research and development programs.

Ability to establish and maintain effective working relationships with representatives and executives of grantor organizations and agencies.

Ability to establish and maintain effective working relationships with health service professionals.

Ability to oversee the preparation and presentation of grant proposals.

Ability to communicate effectively in writing and orally.

Ability to supervise.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in grant preparation and administration or human service administration and planning.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 24, 1988

REVISED: June 26, 1991
July 1, 1993
October 29, 1996

Baltimore City Department of Human Resources

PROFESSIONAL SERVICE TRAINEE

31911

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Professional Service Trainee performs work in such administrative specialties as fiscal analysis, personnel administration, purchasing, administrative analysis, public information, program management and analysis or research analysis. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Under close supervision, collects, compiles and verifies data from a limited number of sources.

Assists in the development and production of reports and studies.

With direction, applies rules, regulations and procedures in the analysis, evaluation and investigation of data and information of limited scope and difficulty.

Under close supervision, evaluates data, facts and information, comparing information to existing standards, drawing conclusions and recommending actions to ensure compliance of projects, proposals and studies with existing standards.

Assists and participates in analyzing facts, data and information identifying patterns, drawing conclusions and devising solutions to problems.

Meets with representatives of public and private organizations, community groups and others to discuss various matters.

Conducts interviews to obtain information and data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to apply abstract reasoning.

Ability to apply rules, regulations and procedures.

Ability to extract information from various sources.

Ability to conduct interviews.

Ability to analyze facts, identify patterns, draw conclusions and devise solutions to problems.

Ability to evaluate data, compare data to existing standards, draw conclusions and make recommendations.

Ability to present and defend findings and recommendations.

Ability to express ideas, both orally and in writing.

Ability to deal with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 29, 1975

REVISED: December 10, 1980 (title changed)
October 20, 1983
July 22, 1987 (title changed)
April 7, 1989 (title changed)

Baltimore City Department of Human Resources

CONTRACT DEVELOPMENT ASSISTANT

31933

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Contract Development Assistant develops and writes contracts and grant proposals and completes grant applications. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Develops and coordinates service contracts, commodity contracts and staff contracts made with select source providers, sole source providers and those offered through the open bid process.

Writes contracts, grant proposals and Board of Estimates letters for contract consideration and approval.

Identifies public and private granting agencies or organizations that are potential funding sources.

Coordinates grant proposal writing and submission with program staff.

Coordinates the processing of contracts and resolves contract processing problems.

Communicates with granting sources to learn funding requirements; informs program staff and managers of funding source requirements.

Provides legislative support to management by researching information to support legislative policy initiatives that promote advocacy for the needs of the citizens of the City of Baltimore.

Compiles contract related statistics and information.

Monitors, collects data, analyzes and evaluates programs, demographics and other information to evaluate and make recommendations to management to optimize program effectiveness.

Recommends and implements contract systems improvements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of human service delivery systems and organizations.

Knowledge of contract writing.

Knowledge of the contract process.

Knowledge of grant proposal writing.

Knowledge of grant resources.

Ability to write technical contract and grant documents that comply with a variety of legal and grantor requirements.

Ability to interpret legislation, contracts and other technical writings.

Analytical ability.

Ability to conduct research.

Ability to establish and maintain effective working relationships with representatives of agencies and organizations involved with development, preparation and execution of contracts with the City of Baltimore.

Ability to communicate effectively in writing and orally.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in contract or grant writing.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: December 3, 1997

Baltimore City Department of Human Resources

CLAIMS AND SYSTEMS MANAGER

31940

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Claims and Systems Manager performs property and casualty claims management on a Citywide basis and aids in the development and maintenance of a risk management information system. The work in this class may involve supervising office support and technical personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office environment where working conditions are normal. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard and other office equipment.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Analyzes and reviews, on a continual basis, claims of the City government.

Controls claim costs by establishing and maintaining claim administration standards and procedures.

Makes recommendations on reserve adequacy and the accuracy and completeness of claim files.

Counsels and provides guidance as necessary on questions of coverage, liability and claim value.

Provides guidance/participates in the settlement of claims as required or requested.

May attend claim trials and conferences with attorneys on claim files, provides guidance and assists in negotiations for settlements, and obtains needed settlement authority.

Reviews claim files for possible contributions from other parties and all avenues of subrogation.

Collects, evaluates and reports on relevant loss data, aggregate data summaries and monthly trend analysis.

Monitors the administration and processing of automobile worker's compensation, and general liability claims against the City.

Manages and maintains property and other claims against the City.

Prepares and maintains records and reports on unreimbursed losses and expenses.

Develops and maintains a cost allocation system for all claims, expense and other expenditures.

Develops and maintains a Risk Management Information System.

Assists with insurance coverage renewals as designated.

Other duties as assigned by the Deputy Risk Manager.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of claims laws and practices.

Knowledge of the use of computer applications in claims management.

Knowledge of the use of computer applications such as WordPerfect, Microsoft Word, Excel.

Knowledge of investigative methods and procedures.

Knowledge of the principles and practices of administration.

Ability to analyze and recommend self-insurance reserves for property, liability and other claims.

Ability to establish, develop and maintain claims management standards and procedures.

Frequent internal and external contact requires ability to organize and present ideas and recommendations effectively, both orally and in writing.

Ability to prepare reports and maintain records.

Ability to establish and maintain effective relationships with City officials and agencies.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in property and casualty claims, workmen's compensation and/or employee benefits administration.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 4, 1987

REVISED: November 3, 1995
September 8, 2014

Baltimore City Department of Human Resources

INSURANCE AND RISK FINANCE MANAGER

31941

Administrative Division
General Management Branch
Administrative Group

I. CLASS DEFINITION

An Insurance and Risk Finance Manager develops, analyzes and coordinates a Citywide risk management insurance program. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in the class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Risk Management, analyzes and makes recommendations on City government insurance proposals.

Reviews insurance policy contracts to verify completeness, accuracy, quality and coverage.

Develops and implements City self-insurance programs.

Reviews and makes recommendations on indemnity and related agreements.

Interviews and contacts insurance agents and carriers to obtain and provide information and to discuss various insurance matters.

Monitors and makes recommendations on insurance expenditures and costs.

Advises City agencies on risk financing.

Maintains records of insurance coverage and the insured value of City properties.

Prepares insurance bid specifications.

With the Risk Management Officer formulates the agency operational and the Citywide self-insurance budgets.

Reviews and approves the insurance of such third parties as contractors, licensees and permitees performing City work.

Attends and participates in staff conferences and meetings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of property, casualty and surety contract principles and theories.

Knowledge of risk financing techniques and procedures.

Knowledge of the principles and practices of public administration.

Ability to interpret, understand and apply insurance laws, ordinances and policies.

Ability to interpret insurance contracts for risks.

Ability to organize and present ideas and recommendations effectively, both orally and in writing.

Ability to manage and coordinate large insurance programs.

Ability to maintain records of insurance coverage and the insured value of City properties.

Ability to establish and maintain effective relationships with City officials and agencies and insurance agents and carriers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in property casualty insurance or underwriting or risk management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 28, 1990

Baltimore City Department of Human Resources

INSURANCE/RISK ANALYST

31951

Administrative Division
General Management Branch
Executive Assistant Group

I. CLASS DEFINITION

An Insurance/Risk Analyst participates in developing, implementing, managing and coordinating a City-wide insurance program. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Risk Management, participates in analyzing and making recommendations on City government insurance proposals.

Coordinates the operations and activities of the City's property and specialized casualty insurance program with private sector insurance consultants.

Participates with the Insurance and Risk Finance Manager in analyzing insurance actuarial reserves for commercial and self insurance programs to determine outstanding liabilities.

Develops and monitors the fiscal operating budget for the Office of Risk Management.

Reviews insurance contracts to ensure adherence to specified contractual terms and coverage.

Participates in preparing insurance bid specifications.

Interviews agency personnel to obtain information on insured properties and maintains a property inventory.

Analyzes the insurance history of City agencies to determine common insurance loss factors and makes recommendations to reduce or prevent future losses.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of property, casualty and surety contract principles and theories.

Knowledge of risk financing techniques and procedures.

Ability to interpret, understand and apply insurance laws, ordinances and policies.

Ability to interpret contracts for risk.

Ability to organize and present ideas and recommendations effectively, both orally and in writing.

Ability to maintain records of insurance coverage and the insured value of City properties.

Ability to establish and maintain effective relationships with City officials and agencies and insurance agents and carriers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in property casualty insurance or risk management or in property/casualty underwriting.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 19, 1987

Baltimore City Department of Human Resources

TRANSIT SERVICES ADMINISTRATOR

31981

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Transit Services Administrator oversees and directs the operations of the City's Charm City Circulator bus service in the Transit and Marine Division of the Department of Transportation. Work of this class may involve supervising administrative support personnel.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a conventional workweek that may involve evening hours. Work is performed in an office and in the community where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Administers, reviews and monitors the contract agreement between the city and the operator of the Charm City Circulator.

Reviews and monitors contract to ensure that the contractor is in compliance with contract terms, city, state and federal regulations and service agreement and may need to asses penalties as needed.

Establishes and approves changes in parameters of operations of the Circulator as needed.

Researches and develops new parameters for stops, routes and service patterns changes.

Meets with community business owners, city officials, department and division heads and citizens to discuss concerns, complaints and possibility of establishing new partnerships.

Drafts, prepares and edits Standard Operating Procedures to ensure the safety of citizens and employees.

Monitors bus routes through spot check visits and through NEXTBUS tracking to ensure buses are arriving and departing in a timely manner.

Collects, compiles and analyzes data to address concerns and problems with routes, buses and/or stops.

Develops and markets campaign ads, newsletters, commercials and advertisement to promote the Charm City Circulator.

Receives and authorizes invoices to ensure payments are made in a timely manner.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of transportation contract administration.

Knowledge of developing and implementing bus routes and schedules for public domain.

Knowledge of public transportation operations and administration.

Knowledge of local, state and federal transit policies and regulations.

Skill in preparing marketing and branding the Charm City Circulator.

Ability to communicate effectively orally and in writing.

Ability to read and interpret contracts to ensure compliance.

Ability to prepare detailed narrative and statistical reports using various computer program software packages.

Ability to establish and maintain effective working relationships with internal and external staff and citizens.

Ability to work independently and handle multiple tasks efficiently.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor’s degree from an accredited college or university and one year of experience in administering a public transit service program.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 2013
December 10, 2014

Baltimore City Department of Human Resources

TRAFFIC SAFETY ASSISTANT

31992

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Traffic Safety Assistant plans, develops and implements comprehensive traffic safety programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class are subject to attendance at evenings or weekend meetings and 24-hour call back for emergencies. Work is usually performed in an office where there are no uncomfortable working conditions; however, incumbents are required to be present at various locations where there may be exposure to inclement weather, noise and traffic. Work requires minimal physical exertion

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Transportation, plans, develops and implements programs to promote traffic safety and reduce the incidence of death and injury due to accidents.

Organizes and coordinates traffic safety projects and activities such as Sobriety Check Points, Speed Saturation Patrols and Seat Belt Safety throughout Baltimore City, providing technical guidance as required.

Designs statistical analysis and attendant forms; compiles and analyzes data pertaining to accident statistics and program effectiveness.

Develops public relations and educational programs; composes news articles, brochures, newsletters and pamphlets for release to specific high-risk target groups.

Meets with community and special interest groups to resolve traffic safety complaints and problems or make educational presentations.

Evaluates program activities to determine effectiveness and ensure adherence to established goals and objectives; recommends changes to policies and procedures as required.

Meets with traffic engineers, educators and other specialists to exchange information and technical data.

Develops safety enforcement campaigns in conjunction with City and State law enforcement agencies; serves as liaison between community groups and law enforcement agencies regarding the traffic safety programs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of traffic safety laws and law enforcement practices and procedures regarding traffic safety.

Knowledge of the techniques for developing programs to alleviate traffic safety problems.

Knowledge of data collection and analysis techniques.

Ability to plan, organized implement and administer a public traffic safety program.

Ability to draft press releases, pamphlets and flyers.

Ability to coordinate a variety of programs throughout the City of Baltimore.

Ability to communicate effectively orally and in writing.

Ability to write and compile reports and public information brochures and releases.

Ability to establish and maintain effective working relationships with community and special interest groups, and representatives of public and private agencies.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate of arts degree from an accredited college or university and three years of experience in planning and implementing a traffic safety prevention program including experience in developing promotional materials.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: June 27, 1984

REVISED: June 16, 1995 (title changed)
April 4, 2007 (title changed)

Baltimore City Department of Human Resources

TRAFFIC SAFETY COORDINATOR

31993

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Traffic Safety Coordinator develops, administers and coordinates the Traffic Safety Program for Baltimore City. Work of this class may involve supervising traffic safety personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class are subject to attendance at evenings or weekend meetings and 24-hour call back for emergencies. Work is usually performed in an office where there are no uncomfortable working conditions; however, incumbents are required to be present at various locations where there may be exposure to inclement weather, noise and traffic. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Transportation, plans and directs the activities of the Transportation Safety Unit engaged in developing safety programs for Baltimore City motorists and pedestrians.

Develops long-range program goals.

Develops and implements program guidelines and changes in program polices and procedures.

Researches and prepares grant proposals and writes grant applications.

Serves as the Liaison Officer for the Department of Transportation, with the Baltimore City Police Department and the Maryland State Highway Administration.

Prepares and monitor program budget expenditures.

Reviews and analyzes data to determine status of program activities; develops procedures for addressing program problems.

Develops and produces promotional materials to be used in marketing efforts.

Evaluates program activities to determine effectiveness and to assure achievement of objectives.

Writes reports on program activities for submission to superior and others.

Prepares quarterly and final evaluation reports to the State Highway Administration.

Participates in workshops and serves on committees concerned with transportation safety matters.

Speaks before community groups and other organizations explaining program and to obtain financial and other assistance from such organizations.

Develops program evaluation standards and applies standards.

Reviews and drafts correspondence on legislation concerning program; submits correspondence to superior for review and approval.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of traffic safety program administration.

Knowledge of traffic safety law and legislation.

Knowledge of marketing and public information practices and procedures.

Ability to develop promotional programs.

Ability to write press releases, pamphlets and flyers.

Ability to deal effectively with others.

Ability to implement legislation, standards, regulations and program policies and procedures.

Ability to effectively communicate orally and in writing.

Ability to write grants and reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in developing and implementing a traffic safety program for a large municipality.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 4, 2007

Baltimore City Department of Human Resources

TRAFFIC SAFETY MANAGER

31994

Administrative Division
General Management Branch
Miscellaneous Administrative Group

I. CLASS DEFINITION

A Traffic Safety Manager plans, organizes and coordinates traffic safety programs for Baltimore City. Work of this class involves supervising traffic safety personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class are subject to attendance at evenings or weekend meetings and 24-hour call back for emergencies. Work is usually performed in an office where there are no uncomfortable working conditions; however, incumbents are required to be present at various locations where there may be exposure to inclement weather, noise and traffic. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Transportation, plans, organizes and coordinates activities of the Safe Routes to School and Traffic Safety programs for Baltimore City; supervises and coordinates traffic safety operations and personnel.

Ensures that staff, students and parents are trained in traffic safety; coordinates and monitors all student safety training and execution; coordinates and conducts non-infrastructure activities and training programs.

Identifies street safety problems for children walking and/or bilking to school using crash data related to each school; develops infrastructure recommendations and works with engineers to create plans to implement feasible ideas.

Ensures appropriate traffic patterns for the school system (including staff, student and parent drivers) are set up to accommodate safety and used properly.

Develops and/or recommends new and revised rules, policies and procedures to respond to changes in operational and program needs, objectives, and priorities to improve the effectiveness of safety programs.

Researches and prepares grant proposals and writes grant applications; coordinates the preparation of and/or prepares program budgets; monitors and controls expenditures.

Develops, implements and coordinates strategic pedestrian and bicycle safety plans and initiates.

Coordinates the purchase and provision of safety materials and equipment.

Establishes partnerships with internal and external entities to promote the continued development and sustainability of the programs.

Evaluates program activities to determine effectiveness and to assure achievement of objectives.

Writes reports on program activities for submission to superiors and others.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of traffic safety program administration.

Knowledge of state traffic safety laws, rules and regulations.

Knowledge and understanding of transportation service and safety.

Knowledge of marketing and public information practices and procedures.

Ability to lead others.

Ability to develop promotional programs.

Ability to write press releases, pamphlets and flyers.

Ability to deal effectively with others.

Ability to implement legislation, standards, regulations and program policies and procedures.

Ability to effectively communicate orally and in writing.

Ability to write grants and reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in developing and implementing a traffic safety program for a large municipality, including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing, and promoting of others.

Equivalencies – Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 23, 2011

REVISED: April 10, 2023 (MQ change)

Baltimore City Department of Human Resources

ATVES OMBUDSMAN

31997

Administrative Division
General Management Branch
Administrative Group

I. CLASS DEFINITION

An Automated Traffic Violation Enforcement Section (ATVES) Ombudsman investigates and mediates motorist claims of erroneous traffic citations regarding speed, red light, or commercial vehicle violations. The work of this class involves no supervisory duties or responsibilities.

Employees receive managerial supervision from a senior manager. Employees in this class work a conventional workweek that may include occasional evening work. Work is mainly performed in an office; however, there may be times when employees are exposed to such uncomfortable environmental and hazardous working conditions as inclement weather, traffic hazards and verbal abuse.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigate motorist complaints regarding malfunctioning equipment and erroneously issued citations and make appropriate referrals.

Recommend mediation actions to include voiding or rescinding erroneous traffic citations.

Develop, coordinate and maintain policies and procedures for the overall traffic citation adjudication process.

Develop and monitor corrective plans and strategies to improve adjudication program efficiency.

Recommend policy changes, staff training and strategies for traffic citation programs.

Review and evaluate citations, including citations pending trial. Attend court and testify as needed

Analyze adjudication program data and prepare statistical and narrative reports.

Track complaints/issues and follow up with motorists/complainants.

Develop, organize, and track public information and outreach initiatives, including budgeting for ATVES Program.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland Law, Baltimore City Charter and Codes, relating to speed, red-light and truck photo enforcement

Knowledge of customer service practices and policies, including knowledge of the City's 311 system.

Knowledge of the application of penalties.

Knowledge of conflict resolution and mediation techniques.

Ability to perform technical administrative duties including preparing/using letters, email, calendars, spreadsheets and PowerPoint presentations.

Ability to make independent judgments with speed and accuracy.

Ability to conduct investigations.

Ability to interpret federal, state and local laws.

Ability to research, formulate, and revise administrative policies and procedures.

Ability to communicate effectively, both orally and in writing.

Ability to prepare detailed case narratives.

Ability to work in a high-paced environment with deadlines and multiple stakeholders.

Ability to establish and maintain working relationships with inter-agency City officials, management and staff.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor's degree in Business Administration, Public Administration, Management, or related field from an accredited college or university and five years of experience in addressing and resolving customer or consumer complaints and managing program performance and efficiency.

Equivalencies – An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: June 1, 2016

REVISED: May 4, 2018

Baltimore City Department of Human Resources

CLAIMS INVESTIGATOR

32211

Administrative Division
Legal Branch
Claims Investigation Group

I. CLASS DEFINITION

A Claims Investigator investigates general liability, automobile liability, worker's compensation claims against the City government or investigates applicants and their businesses to determine eligibility for certification to participate in the Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) Program of the City of Baltimore. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work week. Work is performed in an office or in the field where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

General Liability Claims

Investigates assigned, automobile, towing and worker's compensation liability claims to determine and obtain the facts on claims cases; may visit accident sites, secure written statements of witnesses; interview claimants.

Create and maintain files on all liability claims to assure proper and timely processing of cases.

With superior, may manage general liability claims authorizing medical payments, scheduling and arranging medical examinations, discussing medical treatment and disability assessments with appropriate medical authorities and reviewing and reserving claims cases.

Negotiates with case claimants and recommends to program and administrative management staff the settlement of liability cases or unresolved claims.

May confer with attorneys to discuss issues and facts in claims cases.

Performs related work as required.

MBE/WBE Applicants:

Investigates assigned minority and women business applicants for MBE/WBE certification to determine their suitability to participate in the program; visits corporate/ business offices and work sites to ascertain the nature and structure of applicants' business affairs; investigates and determines applicants' controlling interest in business; and secures written statements and affidavits of business partners and friends on applicants' business status.

Interviews MBE/WBE applicants to assess business knowledge, ethnic and citizenship background, technical and professional proficiency, corporate relationships with business partners, business owners, family and marriage partners relevant to eligibility.

Prepares applicant investigation reports which may be on certification eligibility based on the MBE/ WBE provisions of the City Code, Article 5, Subtitle 28; makes recommendations to superiors on applicants' acceptability for program certification based on findings.

Confers with MBE/WBE attorneys to discuss issues in applicant certification and participant compliance cases.

Monitors and conducts on-site compliance reviews of prime and subcontractors on City-owned and City-assisted development and service projects to document and ensure that they are in conformance with MBE/WBE program requirements; prepares statistical and narrative compliance reports on prime and subcontractors' conformance with MBE/WBE program regulations.

Reviews and analyzes project bills, affidavits, releases, invoices, payrolls, project work and costs reports to confirm that certified MBE/WBE participants are being utilized correctly in City-owned and City-assisted projects.

Conducts contractor retainage audits to determine if MBE/WBE project monies have been appropriately spent before retainage monies (10% of project funds) are released at the end of the project; writes reports on retainage audits with appropriate recommendations.

Testifies on applicant findings and investigations at MBE/WBE Certification Appeals Board Hearings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of laws and statutes applicable to general liability claims.

Knowledge of basic anatomy and medical terminology.

Knowledge of procedures applicable to general liability claims.

Knowledge of worker's compensation laws and statutes.

Knowledge of City departmental organization, worker's compensation procedures and job duties.

Knowledge of laws and statutes applicable to automobile liability.

Knowledge of City procedures applicable to automobile liability claims

Knowledge of laws and statutes pertaining to general business practices and corporate structures.

Knowledge of basic business, construction, development and service industry terms.

Knowledge of practices and procedures applicable to investigating and analyzing business workings and relationships.

Skill in interviewing people.

Skill in investigating and researching facts.

Ability to operate standard business personal computer equipment and software.

Ability to compose detailed statistical and narrative reports.

Ability to establish and maintain effective working relationships with City officials and lawyers, business owners and their staff.

Ability to communicate effectively both orally and in writing.

Ability to review and resolve claims cases.

Ability to deal effectively with others during claims investigations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of field or office experience investigating general liability claims, worker’s compensation claims, automobile liability claims, or investigating, verifying and analyzing claims or eligibility criteria.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver’s license or an equivalent driver’s license and eligible to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 18, 1981

REVISED: February 21, 1984
October 19, 1998
March 8, 2007 (Combined Spec)
January 30, 2014 (license change)
April 29, 2016 (combined spec)

Baltimore City Department of Human Resources

VEHICLE DAMAGE INVESTIGATOR

32221

Administrative Division
General Management Branch
Claims Investigation Group

I. CLASS DEFINITION

A Vehicle Damage Investigator investigates, analyzes and prepares reports on findings and recommendations on damage to City vehicles and equipment that are driven by City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative supervisor. Employees in this class work a conventional workweek. Work is performed in an office, in garages and at employee work sites where there is exposure to unpleasant odors, dirty and greasy shop conditions and potentially hazardous mechanical equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Screens reports of damage to City owned vehicles used by City employees to determine if damage is caused by negligence, abuse, manufacturing defects or faulty specifications

Investigates mechanical, body, operational and interior damage of vehicles and equipment suspected to be caused by employee abuse, negligence, manufacturing defects or faulty specifications; confers with mechanics; assesses mechanical damage; consults with outside technical experts regarding vehicle operation and related matters; takes pictures of mechanical damage using still and video cameras; utilizes vehicle inventory, repair and maintenance databases to determine patterns of abuse or negligence; interviews and obtains information from vehicle operators, supervisors and witnesses.

Evaluates and determines causes of vehicle damage and documents findings and justification for determinations.

Recommends disciplinary action against agency or employee and methods for prevention of future vehicle abuse; recommends payment for repair of damaged vehicles by City agencies and employees; may recommend the assessment of agency budgets to pay for repairs.

Identifies trends in causes of damage and may recommend change in vehicle specifications or manufacturer; works with manufacturers to abate defects and to verify or invoke warranty coverage where suspected manufacturer or design defects contributed to vehicle or equipment damage.

Refers reports of vehicles damaged in accidents involving third parties to claims investigators at Law Department.

Investigates vehicle accidents or mechanical failure, particularly involving injuries to city employees.

Performs surveillance work to identify abuse or improper operation of vehicles or equipment.

Prepares narrative reports to document investigative activities and findings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the maintenance and performance of a variety of vehicles and equipment to include specialized passenger, construction, service and emergency vehicles and equipment.

Knowledge of vehicle inspection standards and techniques.

Knowledge of computer databases.

Skill in conducting investigations.

Ability to effectively communicate orally and in writing and to gain the cooperation of others.

Ability to determine, through observation and discussion with employees and others, the causes of motor vehicle damages or defects.

Ability to act with independence in investigations.

Ability to collect and analyze data from a variety of sources, compare data to existing standards, draw conclusions and make recommendations.

Ability to present and defend findings and recommendations.

Ability to establish and maintain effective working relationships with others.

Ability to effectively utilize specialized software.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in the transportation or insurance industries or law enforcement related to the investigation of damage to commercial vehicles.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 9, 1982

REVISED: February 2, 1984
November 14, 1990

ABOLISHED: August 24, 1992

RE-CREATED: February 25, 2009

Baltimore City Department of Human Resources

LEGAL OFFICER

32922

Administrative Division
General Management Branch
Miscellaneous Legal Group

I. CLASS DEFINITION

A Legal Officer provides a wide range of legal counsel to City agencies regarding legislation and legal correspondence and tries MOSHA cases on occupational safety and health and risk management matters. Work involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional work week. Work is performed mostly in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Risk Management, Department of Finance, serves as a senior legal advisor to City agencies on complex occupational safety and health and risk management matters.

Represents the City during safety and/or industrial hygiene inspections of City government sites by Maryland Occupational Safety and Health Administration (MOSHA) officials in order to limit the number and severity of citations issued to the Mayor and City Council of Baltimore.

Monitors and oversees the abatement processing of all MOSHA citations issued to the Mayor and City Council of Baltimore; recommends detailed legal strategies for the disposition of safety citations to affected City agencies.

Reviews MOSHA and City agency documents to determine the facts in the case; conducts complex negotiations with MOSHA officials for abatement of MOSHA citation violations; represents the City at MOSHA case hearings, disputes citation findings and ensures City compliance activities that will lead to the abatement of citation findings.

Maintains liaison with the City Department of Law to notify them of case actions, abatement agreements and dispositions.

Accompanies City safety inspectors to on-site risk assessment assignments in City agencies to ascertain the potentiality of litigation against the City.

Reviews existing, new and proposed legislation involving occupational safety and health standards to determine the legal impact and effects on the City; writes complex legal reports informing the Director of the Office of Risk Management of these new standards so that recommendations can be made to the Department of Legislative Reference for the City to oppose, amend or support such legislation.

Reviews and prepares answers to all correspondence requesting legal opinions regarding occupational safety and health matters.

Conducts extensive and complex legal research on occupational safety and health related issues; advises the Director of the Office of Risk Management of findings and implications.

May draft legislation on occupational safety and health and risk management issues and matters.

May serve on various legislative committees dealing with occupational safety and health and risk management issues and matters.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of occupational safety and health laws and risk management.

Knowledge of legal and court procedures, especially in relation to occupational safety and health and risk management litigation.

Knowledge of current Federal and State occupational safety and health statues, regulations, legislation and practices.

Ability to conduct complex legal research.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with City officials, City Department of Law lawyers and personnel, City safety inspectors and Maryland Occupational Safety and Health Administration (MOSHA) personnel and officials.

Ability to review and interpret complex current and pending occupational safety and health laws, ordinances and legislation.

Ability to write complex and detailed legal reports.

Ability to advise City officials and personnel on complex legal issues involving occupational safety and health and risk management issues.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the practice of occupational safety and health law and risk management.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Formal admittance by the Court of Appeals of Maryland to the practice of law is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 14, 1996

REVISED: December 22, 2010 (title changed)

Baltimore City Department of Human Resources

LEGAL ASSISTANT I

32932

Administrative Division
Legal Branch
Miscellaneous Legal Group

I. CLASS DEFINITION

A Legal Assistant I performs legal research of a limited complexity and prepares legal documents for review, approval and use by attorneys. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Legal Assistant II in that it involves legal work and research of a limited complexity.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts legal research of a limited complexity.

May file legal documents and papers in court.

Maintains legal files, accounts and record systems.

May draft legal memoranda, pleadings, correspondence, financial and status reports and related legal documents for review by attorneys.

Operates the West Law Systems research computer to locate case law documents, statutes and related citations and legislation in various computerized law libraries.

Answers inquiries concerning routine legal procedures, laws and ordinances.

Performs administrative work related to legal work and activity.

Operates and maintains computerized office records and filing systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of legal procedures and terminology.

Ability to comprehend Federal, State and City laws.

Ability to conduct legal research.

Ability to operate the West Law System research computer and related computer systems.

Ability to draft legal memoranda and other legal documents.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree from an accredited college or university and one year of experience in performing legal research or paralegal work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 21, 1987

REVISED: April 5, 2002
September 24, 2003 (title changed)
March 22, 2007
November 9, 2007

Baltimore City Department of Human Resources

LEGAL ASSISTANT II

32933

Administrative Division
Legal Branch
Miscellaneous Legal Group

I. CLASS DEFINITION

A Legal Assistant II performs a wide variety of legal research work and prepares legal documents for approval by attorneys. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Legal Assistant I in that it involves performing a wide variety of legal research and documentation work of a complex nature.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts complex legal research.

Files legal documents and papers in court.

Maintains legal files, accounts and records systems.

Drafts and prepares wide variety of legal memoranda, pleadings, correspondence, financial and status reports and related legal documents.

Operates the West Law Systems' research computer to locate case law documents, statutes and related citations and legislation in various computerized law libraries.

Confers with attorneys or others on matters of legal interpretation or statutory compliance.

Answers inquiries concerning complex legal procedures, laws and ordinances.

May assist claims investigation staff and participate in investigating and processing workers' compensation, general liability and automobile liability claims against the City government.

Performs administrative work related to legal work and activity.

Operates and maintains computerized office records and filing systems.

Performs are related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of legal procedures and terminology.

Ability to comprehend Federal, State and City laws.

Ability to conduct complex legal research.

Ability to operate the West Law research computer and related computer systems.

Ability to draft a wide variety of legal memoranda and other legal documents.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree from an accredited college or university and two years of experience in performing paralegal work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 21, 1987

REVISED: July 11, 1996
April 5, 2002
September 24, 2003 (title changed)
November 9, 2007

Baltimore City Department of Human Resources

LEGAL ASSISTANT SUPERVISOR

32935

Administrative Division
Legal Branch
Miscellaneous Legal Group

I. CLASS DEFINITION

A Legal Assistant Supervisor oversees the work of, provides guidance to and evaluates the performance of legal assistants performing a wide variety of legal research work and preparing legal documents for approval by attorneys. The work of this class involves supervising legal assistant personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the activities of legal assistants; disciplines, evaluates the performance of and recommends the hiring, firing and promoting of legal assistants.

Investigates, reviews, plans and coordinates the assignment of legal assistants to attorneys, legal teams or legal units.

Reviews and examines existing legal office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them; resolves complex legal research problems and ensures legal research projects are completed in conformance with deadlines.

May conduct complex legal research in high profile or sensitive cases or assignments.

May file legal documents and papers in court.

Maintains legal files, accounts and records systems.

May draft and prepare a wide variety of complex legal memoranda, pleadings, correspondence, financial and status reports and related legal documents.

Operates the West Law Systems' research computer to locate case law documents, statutes and related citations and legislation in various computerized law libraries.

Confers with attorneys or others on matters of legal interpretation or statutory compliance.

Answers inquiries concerning complex legal procedures, laws and ordinances.

Trains legal assistants in office processes and procedures of legal unit.

Performs administrative work related to legal work and activity.

Operates and maintains computerized legal office records and filing systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of legal procedures and terminology.

Skill in drafting a wide variety of legal memoranda and other legal documents.

Skill in operating the West Law research computer and related computer systems.

Skill in comprehending Federal, State and City laws.

Skill in conducting complex legal research.

Ability to schedule work effectively and shift work priorities in order to meet deadlines.

Ability to comprehend and apply the techniques of first level supervision.

Ability to examine existing legal office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them.

Ability to train legal assistants in office processes and procedures of legal unit.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to accurately maintain a variety of legal and administrative records.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree from an accredited college or university and five years of experience in performing paralegal work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: December 5, 2007

Baltimore City Department of Human Resources

E-DISCOVERY COORDINATOR

32937

Administrative Division
Legal Branch
Miscellaneous Legal Group

I. CLASS DEFINITION

An E-Discovery Coordinator develops and implements department-wide policies and procedures for electronic discovery and a document management database system to collect, maintain and preserve electronic and paper evidence for use in depositions, hearings and trials; interprets laws and prepares a wide variety of legal documents for approval by attorneys. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and ensures implementation of comprehensive department-wide policies and procedures for extracting and managing electronic and paper evidence documents for use in depositions, hearings and trials, and to protect against spoliation.

Searches for, identifies, extracts, analyzes, files, and preserves electronic information such as email, instant messaging chats, Web sites and other electronically-stored information which may be relevant evidence in a law suit using multiple software applications to conduct litigation research.

Implements policies and procedures to manage information as strategic assets in all aspects of litigation with emphasis on electronic discovery disputes.

Develops and implements offensive and defensive strategies for recovery and management of metadata.

Plans and implements data mining projects in connection with litigation activity.

Conducts forensic analysis of information systems and networks in various corporate and agency environments.

Assigns investigation and documentation management tasks to Legal Assistants and others and ensures work is performed in compliance with protocol.

Reviews existing legal office procedures to identify inefficiencies; determines most appropriate means of removing obstacles to efficiency and recommends improved procedures.

Creates indexing topologies and hierarchical storage management for multi-source information libraries.

Conducts legal research using Federal and Maryland law, interprets and applies laws, investigates facts and prepares legal documents for filing in court. Accompanies and provides assistance to attorneys and witnesses in Federal, state and administrative litigation; conducts fact finding investigations and confidential interviews of witnesses to gather information.

Reviews and analyzes materials filed in pending cases; schedules hearings and conferences; sets schedules for filing of briefs and motions in court and prepares detailed case summaries.

Performs are related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, concepts and methods of legal research and analysis.

Knowledge of record management process including data requested, data sources, dates requested and received, chain of custody and involved parties and disclosure.

Knowledge of search and storage capabilities for electronic and paper documents.

Knowledge of document management protocols.

Knowledge of document indexing.

Knowledge of document management software, e-discovery databases, application software and legal search engines.

Knowledge of common business software such as word processing systems, spreadsheets, litigation support software and presentation software.

Knowledge of legal research databases such as Westlaw and Lexis/Nexis.

Knowledge of court docketing and e-filing systems such as PACER, CMECF, and File and Serve.

Skill in conducting legal research.

Skill in deposition preparation and extracts.

Skill in examining official documents and extracting pertinent information.

Skill in organizing, managing and retrieving large volumes of documents.

Skill in utilizing specialized legal software applications and related computer systems to search and manage documents.

Ability to establish and maintain effective liaisons with attorneys, judicial system employees and witnesses.

Ability to comprehend legal concepts and Federal, State and City laws.

Ability to conduct searches with speed and accuracy.

Ability to identify inefficiencies in legal office procedures and recommend improvements.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Applied Science degree in Paralegal Studies from an accredited college or university and five years of experience performing paralegal work, including three years in electronic discovery project management.

Equivalencies – Completion of a certification program at a recognized college or technical institute in computer information systems, or paid experience in application or database software troubleshooting, preparing computer programs for minicomputers, networks or other multi-user office systems, or configuration of business software applications may substitute for the electronic discovery project management experience on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 23, 2011

Baltimore City Department of Human Resources

DATABASE SPECIALIST

33102

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Database Specialist develops, maintains, administers, and implements modifications to database management systems. May Supervise.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are subject to 24-hour callback as required for emergencies. Work is performed in an office where there is no exposure to uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Establishes and maintains database performance standards; monitors system usage; analyzes database performance and performs system optimization tasks in order to maintain data availability and ensure system responsiveness to user queries.

Devises and maintains data security and integrity standards; implements security access levels in accordance with management specifications.

Diagnoses and resolves database system performance problems.

Archives data; maintains archival and active records; performs data back up and recovery.

Evaluates system and user needs and makes recommendations for increased system capacity.

Recommends purchase of application software and hardware to meet agency needs; evaluates and monitors vendor compliance with contracts; installs software upgrades to both server and client hardware; supports third party vendor software.

Plans and implements database conversion projects and the migration and upgrade of databases to new versions and servers.

Interviews users to extract and gather workflow, user requirement and subject matter information; defines and documents user requirements; writes programs to create user interface to permit user to enter, update and delete data and generate reports; tests and debugs programs; generates custom reports for customers.

Develops database design and models based on user requirements; uses data models to organize, store and secure data; tests and coordinates data model changes.

Monitors network traffic and communications usage patterns; configures or modifies network configuration to meet system demands and capacity planning needs.

Provides technical assistance and training to user staff.

Attends training workshops, product demonstrations, conferences and technical briefings; stays abreast of technology changes.

Maintains workload statistics; prepares narrative and statistical reports accounting for activities; maintains database documentation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of principles and practices of database development, management, warehousing and administration.

Knowledge of hierarchical and relational database management system software programming languages.

Knowledge of operating system software.

Knowledge of database security practices in order to monitor, control and evaluate user access, logons, permissions and related variables.

Knowledge of methods for ensuring, protecting and resolving problems involving the security of information systems.

Knowledge of archival, back-up and recovery methods.

Skill in developing database queries and generating reports.

Ability to interview users and extract pertinent information for development of database query system and report generation, database model design and upgrades.

Ability to implement, control and evaluate database management systems.

Ability to prepare user documentation and train users in database capabilities and procedures for accessing data.

Ability to analyze, apply logic and solve technology problems.

Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.

Ability to speak and write effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in information systems, computer science, or a related field and two years of experience in database management including performance optimization and troubleshooting, and implementing, maintaining and controlling hierarchical or relational database management systems.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 1, 2006

REVISED: March 11, 2016

Baltimore City Department of Human Resources

LEAD APPLICATIONS SYSTEMS ANALYST/PROGRAMMER

33103

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Lead Applications Systems Analyst/Programmer plans, coordinates and participates in the design and development of improvements in a specialized or complex area of applications and systems in a City agency. The work of this class involves assigning and reviewing the work of employees engaged in network maintenance or application programming, and help desk activities.

Incumbents receive general direction from an administrative supervisor. Employees in this class work a conventional workweek, but are subject to 24-hour callback. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Plans, designs and develops improvements and new or advanced systems and applications in an area of specialization in application, communication, data base or operating systems software technology.

Develops, modifies and implements software systems designed to support agency functions; formulates and designs specifications for software programming applications; designs programs, codes, tests, debugs and documents activities.

Analyzes agency functions, operations and users' needs and, taking into account costs and compatibility with existing hardware and software, evaluates in relation to various alternatives for enhancing the information technology operating environment in an agency; recommends, oversees and participates in the implementation of information technology enhancements.

Develops policies and procedures to ensure the integrity of the agency's application server and application system activities; recommends policy and procedure revisions to superiors; coordinates and participates in implementation.

Troubleshoots complex hardware and software malfunctions.

Develops training manuals and trains others in the use of computer network and database systems.

Administers security for the local area network; controls user access to files; maintains a secure environment for the server and network communication equipment.

May oversee and participate in development, enhancement, maintenance and operation of the agency's network system, including planning, developing and implementing procedures for the installation and maintenance of PCs, network software, printers, and other network related equipment.

In coordination with central Information Technology office, may develop and monitor contracts with vendors engaged in hardware or software design and development.

Prepares reports to justify need for additional supplies and equipment and document activities.

Assigns and reviews the work of others engaged in network maintenance or application programming.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of applications systems analysis.

Knowledge of the principles and techniques of preparing application programs for personal computers.

Knowledge of the interrelationship of systems analysis, computer programming and computer and auxiliary operations.

Knowledge of relational databases and database languages, particularly those languages specifically designed for database manipulation.

Knowledge of personal-based computer operating systems.

Knowledge of current trends and developments in network-based communications systems.

Ability to design programs, code, test, debug and document activities.

Ability to conduct systems studies and to collect, organize and analyze data.

Ability to establish and maintain effective working relationships with vendors, associates and computer users.

Ability to communicate effectively orally and in writing.

Ability to train others in the use of computer network and database systems.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science and four years of experience in preparing application programs for personal computers including two years in systems design.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 2003

Baltimore City Department of Human Resources

DATABASE SPECIALIST SENIOR

33104

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Database Specialist Senior plans and coordinates the development, maintenance, administration, and implementation of modifications to database management systems. The work of this class involves assigning and reviewing the work of employees engaged in database management activities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek and are subject to 24-hour callback as required for emergencies. Work is performed in an office where there is no exposure to uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Database Specialist in that it involves assigning and reviewing the work of employees engaged in database management activities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Establishes and maintains database performance standards; monitors system usage; analyzes database performance and performs system optimization tasks in order to maintain data availability and ensure system responsiveness to user queries.

Devises and maintains data security and integrity standards; implements security access levels in accordance with management specifications.

Diagnoses and resolves database system performance problems.

Archives data; maintains archival and active records; performs data back up and recovery.

Evaluates system and user needs and makes recommendations for increased system capacity.

Recommends purchase of application software and hardware to meet agency needs; evaluates and monitors vendor compliance with contracts; installs software upgrades to both server and client hardware; supports third party vendor software.

Plans and implements database conversion projects and the migration and upgrade of databases to new versions and servers.

Interviews users to extract and gather workflow, user requirement and subject matter information; defines and documents user requirements; writes programs to create user interface to permit user to enter, update and delete data and generate reports; tests and debugs programs; generates custom reports for customers.

Develops database design and models based on user requirements; uses data models to organize, store and secure data; tests and coordinates data model changes.

Monitors network traffic and communications usage patterns; configures or modifies network configuration to meet system demands and capacity planning needs.

Assigns and reviews the work of others engaged in the development, administration, and implementation of database management systems.

Provides technical assistance and training to user staff.

Attends training workshops, product demonstrations, conferences and technical briefings; stays abreast of technology changes.

Maintains workload statistics; prepares narrative and statistical reports accounting for activities; maintains database documentation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of principles and practices of database development, management, warehousing and administration.

Knowledge of hierarchical and relational database management system software programming languages.

Knowledge of operating system software.

Knowledge of database security practices in order to monitor, control and evaluate user access, logons, permissions and related variables.

Knowledge of methods for ensuring, protecting and resolving problems involving the security of information systems.

Knowledge of archival, back-up and recovery methods.

Skill in developing database queries and generating reports.

Ability to interview users and extract pertinent information for development of database query system and report generation, database model design and upgrades.

Ability to implement, control and evaluate database management systems.

Ability to prepare user documentation and train users in database capabilities and procedures for accessing data.

Ability to analyze, apply logic and solve technology problems.

Ability to train staff in database management activities.

Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.

Ability to speak and write effectively.

V. MINIMUM EDUCATION AND EXPERIENCE

Requirements: -A bachelor's degree from an accredited college or university in information systems, computer science or a related field and three years of experience in database management including performance optimization and troubleshooting, implementing, maintaining and controlling hierarchical or relational database management systems and requirements analysis and documentation.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

CONTROL SYSTEM OPERATOR SUPERVISOR

33105

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Control System Operator Supervisor oversees and participates in the work of others engaged in monitoring system operations, documenting and reporting system and equipment malfunctions. Work of this class involves supervising traffic control system operator personnel.

Incumbents receive general supervision from a technical supervisor. Employees in this class are responsible for overseeing all shifts of a 24/7 operation and therefore may work a rotating shift which may include evenings, weekends and holidays and as required for emergencies and special events. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Supervises and participates in the work of others engaged in monitoring real-time system operations by means of computer-generated visual and auditory alarms alerting operator to system or equipment malfunctions such as network communication loss, mechanical breakdowns, or chemical imbalances.

Plans work, establishes work schedules and schedules overtime; provides technical guidance; evaluates staff performance, approves leave, disciplines and recommends hiring, firing and promotions.

Recommends changes to protocols, manuals and standard operating procedures.

Reviews work procedures and ensures that established protocols are followed in the event of system and equipment malfunctions, scheduled event changes or unscheduled incidents.

Interprets instructional manuals and trains staff in protocols for monitoring and responding to computer-generated alarms, planned events or unscheduled incidents; maintains procedural manual detailing specific pre-determined responses.

Trains staff in proper techniques and procedures in traffic surveillance, incident logging, dispatching of personnel and related duties.

Reviews for accuracy, clarity, comprehensiveness and trends forms, work orders, logs and reports; recommends changes to timing of traffic signal patterns based on incident trends.

Develops procedures for and ensures maintenance of records, reports and file system.

Coordinates responses with personnel in the City's One Call Center, other response agencies and field technicians to investigate and resolve problems related to system or equipment malfunctions.

Investigates and resolves routine or minor computer operation errors and malfunctions.

Observes computer monitor, display screens or electronic instruments for indicators or alarms signaling system failures, equipment breakdowns or prescribed responses; verifies or determines validity of alarm or other indicators; dispatches technicians or mechanics to problem area to resolve problem; utilizes communication radio to ensure problem is corrected.

In accordance with standard operating procedures, pre-determined specifications, established protocol, or sound judgement based on knowledge of protocols and system, selects and enters pre-set responses into the computerized system in order to override existing plans and execute problem correction.

May select from one or more menus of options to compose and enter messages for display to alert public of upcoming adverse conditions and alternatives for avoiding unfavorable conditions.

Compiles data and prepares narrative and statistical reports documenting operation activities, failures and corrections; queries data bases and generates reports of operational history prior to alarm or malfunction; analyzes, makes recommendations to address on-going problems, or forwards to others to use in investigating and preventing incident reoccurrence.

Prepares simple graphics using design software to illustrate problem situations or resolutions.

Composes and reviews written responses to citizens' and City personnel requests and complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and protocols of standard computerized operations.

Knowledge of a traffic control system environment.

Knowledge of basic cable hook-ups for electronic office equipment.

Skill in operating computer terminals and keyboards.

Ability to exercise sound judgement.

Ability to comprehend, implement, recommend changes to and ensure compliance with written specifications, protocols, standard operating procedures and oral instructions.

Ability to train others.

Ability to establish and maintain a cooperative working relationship with other employees and the general public.

Ability to communicate clearly orally and in writing.

Hand-eye coordination; spatial orientation.

Ability to develop and ensure maintenance of a record and file system.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and three years of experience monitoring traffic control display screens and initiating responses to correct traffic signal malfunctions or override or adjust traffic signal timing plans, one year of which must have been assigning and reviewing the work of others.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: Employees in some positions must obtain and hold current IMSA (International Municipal Signal Association) Level I Certification in area of employment within 12 months of hire.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: March 26, 2008

Baltimore City Department of Human Resources

IT Associate – BCIT

33106

I. CLASS DEFINITION

IT Associate provides support and assistance. Primary focus may be in the areas of computer operations, computer repair, wire and cable installation, user and desktop support (hardware and software), helpdesk, and data management.

Incumbents receive moderate to general supervision. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas. Work in the class has no supervisory responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

- Performs a variety of information technology support duties to ensure smooth delivery of technology services.
- Utilizes computer equipment, software and diagnostic tools to perform a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments.
- Works independently with minimal supervision and may assist in training, scheduling and distributing work of other staff members, students, casuals and temporary workers.
- Updates supervisor on status of projects and technical issues.
- Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or the next level of support.
- May provide information and training to students, staff, faculty, or general public on established policies and procedures, or services provided.
- Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of administering user accounts.
- Knowledge of setting up and submitting production jobs.
- Knowledge of editing and debugging computer output.
- Skilled at the designs and production of moderately complex reports.
- Ability to develop and test user documentation.
- Ability to perform routine security checks on systems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate degree in Computer Science or related discipline from an accredited college or university and one year of experience in a multi-operation system or production control environment.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

IT Specialist I – BCIT

33107

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist I – Entry performance level. Performs entry, moderately standard tasks requiring the consideration of limited to multiple variables to determine proper course of action. Standard decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.

- Administers e-mail and anti-virus systems.
- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Associate degree.
- Two years of computer and customer support, applications analysis, and/or data security and testing experience.
- Verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Technical credentials may be substituted for six months of experience or education. Multiple certifications *may* receive additional credit towards education/experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: August 30, 2019 (M.Q. change)

Baltimore City Department of Human Resources

WAN ARCHITECTURAL ENGINEER

33108

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A WAN Architectural Engineer designs, installs, troubleshoots and monitors wide area network (WAN) communications systems for the City of Baltimore. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervisor from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office environment where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Meets with City agency users to ascertain wide area network communication needs, services, compatibility and connectivity.

Prepares technical specifications for new projects; designs, installs and monitors City-wide wide area network-based communications systems; ensures system is adequately protected by firewalls and other security measures; prepares training guides and supplemental troubleshooting documentation for infrastructure problems.

Investigates, inspects, diagnoses and repairs non-standard problems in WAN systems; performs diagnostics on suspected faulty components and initiates corrective action..

Advises agencies and superiors on WAN system problems, status, use and maintenance.

Assists superiors in formulating, reviewing and updating short-range and long-range WAN communi-cations plans and strategies for the City.

Performs system and cost-benefit analyses and develops material, equipment and design costs based on user projected communication needs and services.

Develops City-wide network policies and procedures, system documentation, technical standards and guidelines.

Plans and manages projects, including developing and managing the project budget.

Coordinates efforts with outside agency IT personnel in the planning of joint network projects.

Assists superiors with the development, review and recommendation for award of service related outside contracts; maintains liaison with and oversees the work of outside contractors and vendors installing or repairing WAN communications equipment.

Writes general work plans and status reports for projects and presents plans to superiors.

Builds, installs and supports WAN network systems with external fiber, wireless, cable and DSL networks.

Represents the agency at committee and task force meetings involving other City agencies.

Researches and writes technical reports concerning WAN systems usage, problems and maintenance.

Reviews journals, magazines and trade publications in order to remain informed on the latest trends and developments in the information technology field; researches, evaluates and tests new technologies for existing and proposed network/telecommunications systems.

Trains agency staff in the use and maintenance of WAN communications systems and equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of current trends and developments in WAN network-based communications systems.

Knowledge of internet/intranet/extranet technologies.

Knowledge of hardware and software, cabling, power requirements and ancillary equipment related to WAN operations and telecommunications systems.

Knowledge of network-based communications protocols.

Knowledge of client/server cabling methods and procedures.

Skill in installing, inspecting, repairing and troubleshooting WAN software, hardware and systems.

Ability to schedule and perform preventative and corrective maintenance procedures on WAN systems.

Ability to investigate, diagnose and repair WAN network-based system problems.

Ability to communicate effectively, both orally and in writing.

Ability to coordinate large projects and manage project budgets.

Ability to establish and maintain effective working relationships with user agency staff, MIS personnel, vendors and contractors.

Ability to train agency staff in WAN system use and equipment maintenance.

Ability to write detailed technical reports and analyses.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelors degree in computer science, electrical engineering, electronics or a closely related field from an accredited college or university and five years of experience in designing, installing, monitoring and troubleshooting network telecommunications systems.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Cisco Certified Network Professional (CCNP) and Check Point Certified Security Administrator (CCSA) is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 29, 2006

Baltimore City Department of Human Resources

IT Specialist II – BCIT

33109

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; reporting writing; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist II – Full performance level. Performs standard tasks requiring the consideration of multiple variables to determine proper course of action. Standard decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Analyze reporting requirements to determine development methods, templates and report design.
- Designs and develop accurate dashboards, reports, presentations and visual aids for on demand access.
- Maintains proper change management documentation to satisfy internal controls.
- Develop and execute unit/system test plans.
- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.

- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.
- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Knowledge of relational database structures.
- Familiarity with the Customer Data Model and Business Objects relationships.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.

- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.
- One year of related specialty IT experience (for example, but not limited to: system engineering, network engineering, information security, application programming, systems design, hierarchical/relational database management, GIS experience, custom report writing, or developing and supporting cloud-based software integrations).
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Advanced technical credentials may be substituted for six months of experience or education. Multiple certifications *may* receive additional credit towards education/experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: August 30, 2019 (M.Q. change)
September 27, 2019 (M.Q. change)

Baltimore City Department of Human Resources

IT Specialist III – BCIT

33110

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; advanced programming and development; maintenance of existing or planned interfaces, database support; and responds to helpdesk requests. Work of this class may involve primary contact responsibilities for integrations and leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist III. Senior Support level. Performs complex tasks requiring the consideration of multiple variables to determine proper course of action. While tasks are complex, most decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Responsible for providing technical knowledge and expertise related to integration requirements.
- Validate that the environments can support all integrations.
- Prepares reports by collecting, analyzing and summarizing information.
- Develops custom reports, system test plans and enhancements.
- Develop and document requirements and functional specifications, develops test conditions, conduct acceptance testing and implement solutions.
- Collects data by identifying sources of information, designing survey and collection methods.
- Develop integrations between new or existing systems, both internal and external.
- Define, update, test and maintain security design, configuration, workflow and security administration.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.

- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.
- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Knowledge of security groups and roles and assignment of those roles.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.

- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.
- Two years of related specialty IT experience (for example, but not limited to: system engineering, network engineering, information security, application programming, systems design, hierarchical/relational database management, GIS experience, custom report writing, or developing and supporting cloud-based software integration).
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Advanced technical credentials may be substituted for six months of experience or education. Multiple certifications *may* receive additional credit towards education/experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: August 30, 2019 (M.Q. change)
September 27, 2019 (M.Q change)

Baltimore City Department of Human Resources

IT Supervisor – BCIT

33111

I. CLASS DEFINITION

Alternative market titles: Analyst/programmer supervisor, business analysis supervisor, help desk supervisor, GIS supervisor, computer operations supervisor, IT supervisor, applications supervisor, mainframe supervisor.

This classification supervises the planning and implementing of operating systems, applications software upgrades and modifications, and testing, installation, and setup of new hardware. Ensures agencies' compliance with warranties, contracts and copyrights. Analyzes utilization trends of service requests, breakdowns, and malfunctions and recommends appropriate changes in procedures and operations.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of IT Specialist IV in that it involves full supervisory responsibility for IT Specialists.

III. TYPICAL EXAMPLES OF THE WORK

- Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate staff.
- Develops and maintains system standards.
- Communicates regularly with management for status and progress.
- Supervises IT staff, which includes hiring, training, guidance, and discipline.
- Supervises the provisioning of the end-user services.
- Plans and implements additions, deletions, and major modifications to the supporting infrastructure in coordination with management and leadership.
- Monitors capacity planning and scheduling vendor negotiations.
- Provides staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the overall company goals and objectives.
- Communicates with customers to identify needs and evaluate alternative business solutions and strategies.
- Defines continually ways to increase internal customer satisfaction and strengthen customer relationships.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of effective data center management.
- Knowledge of budget development.
- Knowledge of strategic planning for technology.

- Knowledge of quality management standards and processes.
- Knowledge of forecasting technology requirements.
- Ability to conduct systems audits for technology.
- Ability to research and implement technological solutions.
- Ability to collect, organize, and analyze data.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.
- Five years of application programming, systems design, hierarchical/relational database management and/or GIS experience.
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Advanced technical credentials may be substituted for six months of experience or education. Multiple certifications *may* receive additional credit towards education/experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: August 30, 2019 (M.Q. change)

Baltimore City Department of Human Resources

IT Manager – BCIT

33112

I. CLASS DEFINITION

Alternative market titles: IT manager, Computer operations manager, Systems manager, Applications manager, Software manager, Computer operations manager, manager, enterprise applications integration.

This position reports to the IT Division Manager; responsible for direct supervision and management of a unit of technical staff IT applications and systems development, data security, computer operations units etc. Implements all strategies for all IT operations and supervises efficient working of all IT staff and ensures compliance to all deadlines and provides upgrade to all systems as required.

II. DISTINGUISHING FEATURES OF THE WORK

This position is differentiated from the IT Project Manager in that the class Supervisor in that it is responsible for the direct management of supervisory and/or staff positions.

III. TYPICAL EXAMPLES OF THE WORK

- Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate staff.
- Manages to ensure the effective delivery of networks, development, and disaster recovery systems and processes.
- Prepares financial budgets and presenting proposals for capital projects to senior management.
- Evaluates new technologies for competitive advantage.
- Applies contemporary business principles integral to a high-technical environment.
- Installs new severs and configures hardware.
- Works with team to enhance current technology to improve customer satisfaction and services
- Manages hardware and software vendor relationships.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Reinforces team approach throughout practice both on client projects and internal initiatives.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of effective data center management.
- Knowledge of budget development.
- Knowledge of strategic planning for technology.
- Knowledge of quality management standards and processes.
- Knowledge of forecasting technology requirements.
- Ability to conduct systems audits for technology.

- Ability to research and implement technological solutions.
- Ability to solve technology problems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Seven years of application programming, systems design, hierarchical/relational database management and/or GIS experience; including
- Three years of supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

DATA ENTRY OPERATOR III

33113

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Data Entry Operator III assigns and reviews the work of subordinate data entry operators. Work of this class involves no supervisory responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work rotating shifts to provide evening**,** night and weekend coverage. Work is performed in an office where employees may be exposed to minor physical discomforts associated with video display terminals. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Data Entry Operator II in that it involves the performance of lead work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the complex and high volume work of subordinates**,** monitoring the work for quality control; may be responsible for overseeing the work on a rotating shift; trains new employees in operation and procedures.

Logs in source documents; organizes into batches and maintains work production records.

Operates computer terminals or related equipment to record data from source documents.

Researches and compiles data for entry into computer; may access and merge data from external computer system into city record files.

Develops and initiates formats for records and reports; generates printed reports.

Transcribes information from source documents into complex codes for entry into computer, utilizing one or more reference manuals.

Confers by telephone, radio or electronically or other means with originators of source documents to clarify instructions or questionable data; modifies data in accordance with updated information from source originator.

Operates printers, scanners, bursters and related peripheral equipment with responsibility for setting up work and making equipment adjustments.

Resolves operating problems and enters system to correct entry errors.

Requisitions supplies and equipment maintenance as needed.

May perform related computer operations work, such as learning, adapting and implementing computer and data based programs that facilitate and enhance office management operations and document preparation, searching current and historical records for information, or creating, modifying and abating work orders; may provide assistance in the purchase of computer hardware by acting as liaison with computer equipment vendors, Bureau of Purchases and the Law Department.

May perform related office support work such as formatting and editing instruction manuals and statistical and production reports and collecting and compiling information for same.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of computerized data entry.

Knowledge of the operations and capabilities of a variety of data entry equipment and software.

Skill in keying on a PC terminal keyboard, with a high degree of speed and accuracy, large quantities of diverse source documents, forms and reports according to special or commonly accepted business formats.

Skill in the operation of computer terminals, printers and related peripheral equipment.

Ability to work in high volume environment.

Ability to format records for computer files and generate written reports.

Ability to review and make corrections to entered material.

Ability to plan, organize and schedule office workloads.

Ability to effectively provide and receive information verbally.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the operation of computer terminals for data entry.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

Some positions in this class will be required to be trained and to utilize radio dispatch equipment upon hire.

ADOPTED: January 18, 1989

REVISED: August 26, 1992
December 2, 2002
September 6, 2007

Baltimore City Department of Human Resources

IT Project Manager – BCIT

33114

I. CLASS DEFINITION

Alternative market titles: Supervisory business analyst, project supervisor, systems coordinator, chief data officer, customer service manager, enterprise applications officer.

This position manages the day-to-day technical, operational, and administrative aspects of an agency-budgeted project through all lifecycles, i.e., design through to completion.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Project Manager is differentiated from the IT Supervisor in that this class manages the work of teams assigned to enterprise, temporary, and ad hoc projects typically of defined scope.

III. TYPICAL EXAMPLES OF THE WORK

- Manages assigned team members through all project phases: needs assessment, system analysis, implementation, development, maintenance and support. Identifies gaps in systems performance and user requirements, and develops quality control measures to ensure new design closes this gap.
- Maintains the scope, schedule, quality and cost of the project within respective application area, coordinates project activities with other project managers, and reviews the progress of the project on an ongoing basis.
- Defines project objectives and oversee quality control throughout its lifecycle.
- Maintains information technology strategies by managing staff, researching and implementing technological strategic solutions.
- Ensures organizational effectiveness and efficiency by defining, delivering, and supporting agency strategic plans.
- Sets project standards and methodology. Submits progress reports to senior managers and customers.
- Develops, recommends, and manages project budgets and resources.
- Communicates with customers and stakeholders to identify changing requirements, clarify the desired outcome and actual performance of a project.
- Manages project staff to achieve project objectives and administers the allocation of jobs and budgets of a project
- Identifies and proactively addresses and resolves project risks.
- Negotiates with suppliers and sub-contractors for cost management.
- Directs cross-functional project teams as defined and needed to achieve agency strategic plan.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of relative, appropriate industry software programs.

- Knowledge of financial management for project management.
- Excellent analytical skills to understand and document business requirements.
- Excellent project management skills and knowledge of applicable software.
- Technical understanding of technological changes, challenges, and opportunities.
- Time management skills to prioritize day-to-day priority activities.
- Ability to elicit cooperation from a wide variety of sources including team members and other stakeholders.
- Ability to be respond to a changing environment, acknowledging urgency when necessary.
- Ability to exercise good judgment and discretion in confidential matters.
- Ability to react to project adjustments and alternatives promptly and efficiently.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree in Information Technology, Computer Science, or Computer Engineering or related discipline from an accredited college or university; and
- Six years of project management experience including application programming, systems design, hierarchical/relational databases, or GIS.
- Excellent verbal and written communication skills.
- Previous project management lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

IT Division Manager – BCIT

33115

I. CLASS DEFINITION

Alternate market titles: Division director, division head, computer operations manager, systems manager, applications manager, software manager, director, infrastructure and shared services.

The position is responsible for planning, directing, controlling, evaluating, and staffing a division, i.e., two or more units, e.g., IT applications and systems development, data security, computer operations, etc.

II. DISTINGUISHING FEATURES OF THE WORK

This is a senior management position; reports directly to the IT Director MOIT (Deputy Agency Director). It is differentiated from the IT Manager as it supervises subordinate staff through directly reporting managers/project managers over two or more cross-functional units.

III. TYPICAL EXAMPLES OF THE WORK

- Supervises to ensure the efficient working of divisional IT staff, and ensures compliance to deadlines, and provides upgrades to systems when required.
- Ensures team members develop and maintain technical knowledge in specialized areas, remaining up to date on current trends and best practices.
- Prepares financial budgets and presents proposals for capital projects.
- Evaluates new technologies for competitive advantage.
- Applies contemporary business principles integral to a high-technical environment.
- Works with team to enhance current technology to improve customer satisfaction and services.
- Manages hardware and software vendor relationships.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Establishes and builds relationships with vendors.
- Champions change and effectively manages the implementation of new ideas.
- Manages the development of project managers and supervisors.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of data center management.
- Knowledge of strategic planning for technology.
- Knowledge of quality management methodologies.
- Knowledge of data security requirements.
- Knowledge of forecasting technology requirements.
- Ability to research and implement technological solutions.
- Ability to conduct systems audits.

- Ability to problem solve.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Experience.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Eight years of application programming, systems analysis and design, hierarchical/relational database management and/or GIS experience; including
- Four years of supervisory responsibilities as disciplining, evaluating the performance and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

IT Deputy Director – BCIT

33116

I. CLASS DEFINITION

Alternate market titles: IT Operations Director, Information Technology Director, Telecommunications Engineering Director, Computer Services Director, Computer Operations Director, Information Systems Operations Director.

II. DISTINGUISHING FEATURES OF THE WORK.

This position is differentiated from the IT Divisional Manager in that the class is focused on management and organizational responsibilities defined by the Agency Director. Manages through teams of middle and technical managers.

III. TYPICAL EXAMPLES OF THE WORK

- Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate staff.
- Manages the execution of multiple initiatives with responsibility for ensuring alignment to the agency's technology goals.
- Responsible for technical, strategic, administrative, and budgetary control of the divisions.
- Prepares financial budgets and presenting proposals for capital projects to senior executives.
- Evaluate new technologies for competitive advantage.
- Plans, implements and monitors changes in infrastructure configurations.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Champions change and effectively manages the implementation of new ideas
- Continually defines ways to increase internal client satisfaction and deepen client relationships.
- Provides senior level resolution to internal client issues.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of current industry computer and tele-network systems.
- Knowledge of establishing, building, and maintaining vendor relationships.
- Knowledge of developing and maintaining IT purchasing budgets.
- Knowledge of capacity planning.
- Knowledge of vendor negotiating.
- Knowledge of performance management systems.
- Strong communications skills to effectively communicate IT-related information to agency leadership and stakeholders.
- Ability to lead teams of technical staff, to work with the Executive Management of an organization.
- Ability to lead teams of technical staff and to work with Executive Management.
- Ability to meet deadlines, to conduct and direct research into IT issues and products.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Ten years of application programming, systems analysis and design, hierarchical/relational database management and/or GIS experience; including
- Five years of supervisory responsibilities as disciplining, evaluating the performance and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

CONTROL SYSTEM OPERATOR

33119

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Control System Operator observes computer and other display screens or electronic instruments for indicators or alarms signaling system or equipment malfunctions or required actions, and effects changes to address immediate problems or anticipated situations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work a rotating shift which may include evenings, weekends and holidays and as required for emergencies and special events. Work is performed in an office setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Monitors real-time system operations by means of computer-generated visual and auditory alarms alerting operator to system or equipment malfunctions including but not limited to network communication loss and mechanical breakdowns.

Observes computer monitor, display screens or electronic instruments for indicators or alarms signaling system failures, equipment breakdowns or prescribed responses.

Verifies or determines validity of alarm or other indicators.

Responds to pre-established codes by alerting authorities either electronically or by telephone.

Dispatches technicians, mechanics or other personnel to problem area to resolve problem; utilizes communication radio to ensure problem is corrected.

Communicates with authorities and superior to provide current information conveyed via computer, display screen or electronic instrument; communicates with field technicians to exchange data relative to problem resolution.

May utilize on-site cameras to visually locate field incidents, such as traffic congestion or equipment breakdowns; changes orientation of field cameras in order to focus on narrow geographic area; controls the pan, tilt, zoom, brightness and focus of the camera; records orientation and camera settings for future use.

In accordance with standard operating procedures, pre-determined specifications, established protocol, or sound judgement based on knowledge of protocols and system, selects and enters pre-set responses into the computerized system in order to override existing plans and execute problem correction.

May select from one or more menus of options to compose and enter messages for display to alert public of upcoming adverse conditions and alternatives for avoiding unfavorable conditions.

May query database and generate reports of operational history prior to alarm or malfunction for use and analysis by others in conducting investigations and preventing reoccurrence of incidents.

May prepare simple graphics using design software to illustrate problem situations or resolutions.

May investigate workstation errors and personal computer malfunctions; resolves or refers to superior or vendors for resolution; may perform rudimentary personal computer maintenance work.

Reads and follows directions in operational instruction manuals.

Verifies, logs and reports malfunctions or incidents; completes forms or tickets documenting incidents and responses; generates reports of alarms, trouble calls and related operational activity.

Performs a variety of office support work; maintains files and records; answers telephone, types forms and routine correspondence to citizens and City personnel in response to requests and complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the routine protocols of commonly utilized computerized operations.

Knowledge of a control system environment.

Knowledge of basic cable hook-ups for electronic office equipment.

Ability to comprehend and follow written and oral instructions.

Ability to read and comprehend a standard operating manual.

Ability to comprehend and adhere to standard operating procedures.

Ability to operate computer terminals and keyboards.

Ability to remain focused, alert and responsive as required during a prescribed length of time.

Ability to read maps.

Ability to exercise sound judgement.

Ability to establish and maintain a cooperative working relationship with other employees.

Ability to communicate effectively with co-workers and the public.

Ability to deal courteously with the public.

Ability to record and maintain data accurately within a limited time period.

Hand-eye coordination; spatial orientation.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and two years of experience operating a computer, one year of which must have been for the purpose of observing computer and other display screens or electronic instruments for indicators or alarms signaling system or equipment malfunctions and initiating responses to correct problem, or performing traffic studies for the installation, removal or adjustment of traffic control devices.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: March 1, 2006

REVISED: March 26, 2008

Baltimore City Department of Human Resources

CONTROL SYSTEM LEAD OPERATOR

33120

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Control System Lead Operator assigns, reviews and participates in the work of others engaged in monitoring system operations, documenting and reporting system and equipment malfunctions. Work of this class involves leading support employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees in this class may work a rotating shift which may include evenings, weekends and holidays and as required for emergencies and special events. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Assigns, reviews and participates in the work of others engaged in monitoring real-time system operations by means of computer-generated visual and auditory alarms alerting operator to system or equipment malfunctions including but not limited to network communication loss and mechanical breakdowns.

Reviews work procedures and ensures that established protocols are followed in the event of system and equipment malfunctions, scheduled event changes or unscheduled incidents.

Interprets instructional manuals and trains staff in protocols for monitoring and responding to computer-generated alarms, planned events or unscheduled incidents; maintains procedural manual detailing specific pre-determined responses.

Reviews for accuracy, clarity and comprehensiveness forms, work orders, logs and reports; develops procedures for and ensures maintenance of records, reports and file system.

Coordinates responses with personnel in the City's One Call Center, other response agencies and field technicians to investigate and resolve problems related to system or equipment malfunctions.

Investigates and resolves routine or minor computer operation errors and malfunctions or refers to superior or vendor for resolution.

Observes computer monitor, display screens or electronic instruments for indicators or alarms signaling system failures, equipment breakdowns or prescribed responses; verifies or determines validity of alarm or other indicators; dispatches technicians or mechanics to problem area to resolve problem; utilizes communication radio to ensure problem is corrected.

In accordance with standard operating procedures, pre-determined specifications, established protocol, or sound judgement based on knowledge of protocols and system, selects and enters pre-set responses into the computerized system in order to override existing plans and execute problem correction.

May select from one or more menus of options to compose and enter messages for display to alert public of upcoming adverse conditions and alternatives for avoiding unfavorable conditions.

Compiles data and prepares narrative and statistical reports documenting operation activities, failures and corrections; queries data bases and generates reports of operational history prior to alarm or malfunction; may analyze or forward to others to use in investigating and preventing incident reoccurrence.

Utilizes on-site cameras to locate field incidents, such as traffic congestion or equipment breakdowns; changes orientation of field cameras in order to focus on narrow geographic area; controls the pan, tilt, zoom, brightness and focus of the camera; records orientation and camera settings for future use.

Prepares simple graphics using design software to illustrate problem situations or resolutions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and protocols of standard computerized operations.

Knowledge of a control system environment.

Skill in operating computer terminals and keyboards.

Ability to exercise sound judgement.

Ability to comprehend, implement and ensure compliance with written specifications, protocols, standard operating procedures and oral instructions.

Ability to ensure compliance with standard operating procedures.

Ability to train others.

Ability to remain focused, alert and responsive as required during a prescribed length of time.

Ability to establish and maintain a cooperative working relationship with other employees and the general public.

Ability to record data accurately within a limited time period.

Hand-eye coordination; spatial orientation.

Ability to maintain a record and file system.

Ability to assign and review the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and two years of experience monitoring computer and other display screens or electronic instruments for indicators or alarms signaling system or equipment malfunctions and operating a computer to initiate responses to correct problem or effect changes, or performing traffic studies for the installation, removal or adjustment of traffic control devices.

Equivalencies – Not Applicable

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: Candidates for some positions in this class may require experience monitoring traffic control display screens and initiating responses to correct traffic signal malfunctions or override or adjust traffic signal timing plans.

Employees in some positions must obtain and hold current IMSA (International Municipal Signal Association) Level I Certification in area of employment within 12 months of hire.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: March 1, 2006

REVISED: March 26, 2008

Baltimore City Department of Human Resources

OFFICE SYSTEMS ANALYST/PROGRAMMER

33124

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Office Systems Analyst/Programmer develops systems designs and prepares computer programs for minicomputers, networks or other multi-user office systems. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates systems requests involving minicomputers, networks or other multi-user office systems.

Interviews agency personnel to determine the needs and nature of systems.

Collects, organizes and analyzes data.

Designs data processing systems for minicomputers, networks or other multi-user office systems.

Writes computer programs for minicomputers, networks or other multi-user office systems.

Tests, corrects and modifies programs.

Assembles and prepares programs and systems documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the preparation of systems designs and computer programs for minicomputers, networks or other multi-user office systems.

Ability to collect, organize and analyze data.

Ability to design data processing systems for minicomputers, networks or other multi-user office systems.

Ability to write, test, correct and modify computer programs for minicomputers, networks or other multi-user office systems.

Ability to assemble and prepare program and systems documents.

Ability to establish and maintain effective relationships with systems and computer program users.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and three years of experience in preparing computer programs for minicomputers, networks or other multi-user office systems.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 1996

REVISED: December 11, 1996 (title changed)

Baltimore City Department of Human Resources

OFFICE SYSTEMS ANALYST/PROGRAMMER SUPERVISOR

33125

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Office Systems Analyst/Programmer Supervisor directs and coordinates the development of systems designs and the preparation of computer programs for microcomputers, servers, networks or other multi-user office systems. The work of this class involves supervising office systems analyst/programmer and related personnel.

Incumbents receive minimal supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates the design of data processing systems for microcomputers, servers, networks or other multi-user office systems.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate office systems analyst/programmer and related staff.

Investigates systems requests involving microcomputers, servers, networks or other multi-user office systems.

May interview agency personnel to determine the needs and nature of systems.

May collect, organize and analyze data.

Oversees the writing of computer programs for microcomputers, servers, networks or other multi-user office systems.

Tests, corrects and modifies programs.

Assembles and prepares programs and systems documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the preparation of systems designs and computer programs for microcomputers, servers, networks or other multi-user office systems.

Ability to direct and coordinate the design and development of data processing systems, for microcomputers, servers, networks or other multi-user office systems.

Ability to collect, organize and analyze data.

Ability to design information technology systems for microcomputers, servers, networks or other multi-user office systems.

Ability to direct and coordinate the work of subordinate office systems analyst/programmer and related staff.

Ability to write, test, correct and modify computer programs for microcomputers, servers, networks or other multi-user office systems.

Ability to assemble and prepare program and systems documents.

Ability to establish and maintain effective relationships with systems and computer program users.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and five years of experience in preparing computer programs for microcomputers, servers, networks or other multi-user office systems.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 2000

INFORMATION TECHNOLOGY SPECIALIST SUPERVISOR

33126

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Information Technology Specialist Supervisor schedules, coordinates and oversees the provision of user support in the installation, maintenance and repair of mini-computers, micro-computers and personal computer components and the investigation, diagnosis and resolution of hardware, software and network problems. Work of this class involves supervising paraprofessional information technology staff.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are subject to 24-hour callback as required for emergencies. Work is performed in an office where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting moderately heavy equipment or working in confined areas.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed if necessary, to accomplish the work of the agency.)

Supervises the work of technicians engaged in providing user support in the installation, maintenance and repair of minicomputer, microcomputer and personal computer components and related network devices such as hubs, routers and switches; evaluates staff performance, disciplines and recommends hiring, firing and promotion.

Provides technical guidance; sets priorities for tasks to be accomplished; reviews work to ensure adherence to established safety standards and maintenance, repair and standard operating procedures.

Oversees the installation, testing and troubleshooting mini- and micro-computers in a network–based communications systems; oversees and participates in the investigation of network communication difficulties to identify source of the problem.

Advises superiors on project technical problems and recommends corrective measures and solutions.

Prepares, distributes and ensures adherence to communication security protocols in compliance with Mayor's Office of Information Technology; assigns technicians security privileges.

Analyzes current technology capability; investigates new commercially available equipment and software and recommends upgrades to workstations, servers and systems; determines the need for and justifies the procurement of new computer and related hardware equipment and components.

Develops specifications; coordinates with vendors and/or contractual maintenance providers regarding major upgrades to system hardware ad software; monitor and ensures compliance with vendors regarding contractual maintenance.

Coordinates between a City agency and the Mayor's Office of Information Technology's Help Desk and network enterprise staff to expedite and facilitate maintenance and repair of a City agency's personal computers and network problems.

Answers questions by computer users in the use of common software or resolution of malfunctioning equipment.

Prepares memoranda, correspondence, reports and other documents.

Reviews publications and other materials and attends seminars to remain abreast of electronic data processing communications field developments.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer hardware, software and network communications, including processors, disk storage systems, modems and network adapters.

Knowledge of a variety of tools for diagnosing and solving information system operation and communication problems.

Knowledge of networking concepts and operating systems, including security systems and protocols.

Knowledge of common business software, including word processing, spreadsheet, database and graphics software.

Advanced knowledge of standard business operating systems, including DOS, Windows and UNIX.

Skill in troubleshooting complex personal computer workstation, network communications, printing and related problems.

Ability to identify and assess the need for, recommend and justify computer hardware expenditures.

Ability to communicate effectively, both orally and in writing.

Ability to coordinate Help Desk and PC support operations.

Ability to communicate clearly with lay personnel regarding basic personal computer hardware and common business software practices and procedures.

Ability to establish and maintain effective working relationships with vendors, information technology co-workers and department personnel.

Ability to provide guidance, training and technical assistance to lower level technicians.

Ability to maintain records and prepare reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An Associate's degree from an accredited college, completion of a certification program at a recognized college or technical institute in computer information systems or in computer repair and four years of experience in microcomputer installation and maintenance and microcomputer software installation and configuration.

Equivalencies – Two additional years of experience in installation, maintenance and repair of IBM-compatible personal computers or business workstations, including the installation and testing of network interface adapters and the installation and configuration of business software applications may be substituted for the completion of a certification program at a college or technical institute; an associate's degree in computer science may substitute for completion of a certification program in computer information systems or in computer repair.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 1, 2006

REVISED: July 1, 2014 (Title Changed)

Baltimore City Department of Human Resources

PC SUPPORT TECHNICIAN I

33127

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A PC Support Technician I provides user support in the installation and maintenance of minicomputer, microcomputer and personal computer components and receives training in the diagnosis of routine hardware and software problems. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas.

II. DISTINGUISHING FEATURES OF THE WORK

Work of this class is distinguished from that of the class of PC Support Technician II in that it involves the performance of routine hardware and software installation and maintenance functions under close supervision by technical superior.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed if necessary, to accomplish the work of the agency.)

Installs, tests and replaces memory, disk storage, network, video, adapters, circuit boards and other internal components and peripheral devices in IBM-compatible microcomputers and workstations.

Learns the operations of network servers and/or minicomputers to which microcomputers and workstations are attached, including backup and restore procedures, security system maintenance and contractual maintenance procedures.

Installs and configures business or educational software on computers, according to standard procedures.

Responds to user inquiries regarding the use of common software and network procedures and may assist in the staffing of a Help Desk.

Uploads and downloads files as required; may perform full and incremental backups and restore files.

Investigates error situations and minicomputer or microcomputer malfunctions; resolves or refers to superior or vendors; performs minor maintenance.

May receive training on basic database query and reporting procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer hardware, including processors, memory, disk storage systems, modems, and network adapters.

Knowledge of standard business operating systems, including DOS, Windows, UNIX and System 7.

Knowledge of networking concepts and operating systems, including security systems and transmission protocols.

Ability to learn common business software, including word processing, spreadsheet, database and graphics software.

Ability to communicate effectively.

Ability to establish and maintain effective working relationships with others.

Ability to train others in the use of common business software and computer procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited High School or possession of a GED Certificate and completion of a certification program at a recognized college or technical institute in computer information systems or in computer repair.

Equivalencies - Two years of experience in the installation, maintenance and repair of IBM-compatible personal computers or business workstations, including the installation and testing of network interface adapters may be substituted for completion of a certification program at a college or technical institute.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: June 25, 1997

Baltimore City Department of Human Resources

PC SUPPORT TECHNICIAN II

33128

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A PC Support Technician II provides user support in the installation and maintenance of minicomputer, microcomputer and personal computer components and investigates, diagnoses and resolves hardware, software and network problems. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of PC Support Technician I in that it involves the performance of a wide range of hardware and software installation and maintenance functions under general supervision by a technical superior.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed if necessary, to accomplish the work of the agency.)

Installs, tests and replaces memory, disk storage, network, video, adapters, circuit boards and other internal components and peripheral devices in IBM-compatible microcomputers and workstations.

Investigates new commercially available equipment and software and recommends upgrades to workstations, servers and systems.

Maintains operations of network servers and/or minicomputers to which microcomputers and workstations are attached, including backup and restore procedures and security system maintenance.

Coordinates with vendors and/or contractual maintenance providers regarding major upgrades to system hardware and software; serves as liaison with vendors regarding routine contractual maintenance.

Installs and configures business or educational software on computers, including new and previously unused software.

Answers questions by computer users in the use of common software and may be responsible for the operation of a Help Desk.

May perform special database queries and reports without the use of programming.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer hardware, including processors, memory, disk storage systems, modems, and network adapters.

Advanced knowledge of standard business operating systems, including DOS, Windows and UNIX.

Knowledge of networking concepts and operating systems, including security systems and transmission protocols.

Knowledge of common business software, including word processing, spreadsheet, database and graphics software.

Ability to troubleshoot computer problems, including problems with network communications, printing and terminal emulation.

Ability to communicate effectively.

Ability to train others in the use of common business software and computer procedures.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited High School or possession of a GED Certificate, completion of a certification program at a recognized college or technical institute in computer information systems or in computer repair and two years of experience in microcomputer installation and maintenance and microcomputer software installation and configuration.

Equivalencies – Two additional years of experience in installation, maintenance and repair of IBM-compatible personal computers or business workstations, including the installation and testing of network interface adapters and the installation and configuration of business software applications may be substituted for the completion of a certification program at a college or technical institute.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 25, 1997

REVISED: August 29, 2000

PC SUPPORT TECHNICIAN III

33129

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A PC Support Technician III provides user support in the installation and maintenance of minicomputer, microcomputer and personal computer components and investigates, diagnoses and resolves hardware, software and network problems. Work of this class involves leading paraprofessional information technology staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of PC Support Technician II in that it involves assigning, reviewing and correcting the work of subordinate employees.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed if necessary, to accomplish the work of the agency.)

Assigns and reviews, organizes and schedules the work of others engaged in providing user support in the installation and maintenance of minicomputer, microcomputer and personal computer components; ensures that work is completed in a timely manner and in compliance with standards; train employees and may issue verbal reprimands.

Installs, tests and replaces memory, disk storage, network, video, adapters, circuit boards and other internal components and peripheral devices in IBM-compatible microcomputers and workstations.

Investigates new commercially available equipment and software and recommends upgrades to workstations, servers and systems.

Maintains operations of network servers and/or minicomputers to which microcomputers and workstations are attached, including backup and restore procedures and security system maintenance.

Advises superiors on project technical problems and recommends corrective measures and solutions.

Coordinates with vendors and/or contractual maintenance providers regarding major upgrades to system hardware and software; serves as liaison with vendors regarding routine contractual maintenance.

Installs and configures business or educational software on computers, including new and previously unused software.

Answers questions by computer users in the use of common software and may be responsible for the coordination of Help Desk operations.

Performs special database queries and reports without the use of programming.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer hardware, including processors, memory, disk storage systems, modems, and network adapters.

Advanced knowledge of standard business operating systems, including DOS, Windows and UNIX.

Knowledge of networking concepts and operating systems, including security systems and transmission protocols.

Knowledge of common business software, including word processing, spreadsheet, database and graphics software.

Skill in troubleshooting computer problems, including problems with network communications, printing and terminal emulation.

Ability to schedule, assign, review and evaluate the work of subordinate employees.

Ability to communicate effectively, both orally and in writing.

Ability to coordinate Help Desk operations and pc support operations.

Ability to train others in the use of common business software and computer procedures.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited High School or possession of a GED Certificate, completion of a certification program at a recognized college or technical institute in computer information systems or in computer repair and four years of experience in microcomputer installation and maintenance and microcomputer software installation and configuration.

Equivalencies – Two additional years of experience in installation, maintenance and repair of IBM-compatible personal computers or business workstations, including the installation and testing of network interface adapters and the installation and configuration of business software applications may be substituted for the completion of a certification program at a college or technical institute.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: March 29, 2006

Baltimore City Department of Human Resources

COMPUTER OPERATOR I

33130

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITIONS

A Computer Operator I receives training in operating and monitoring mainframe computers and peripheral equipment. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in a computer center where there is continuous noise from equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Operator II in that it involves training in mainframe computer operations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives instruction in preparing data processing equipment for operation.

Through observation and performance, operates and monitors computers and peripheral equipment.

Receives training in computer operations procedures.

With others, investigates and corrects errors and malfunctions and resolves problems by following standard procedures.

Assists other operators in discontinuing and in restoring computer operations.

Participates in preparing copies of tapes for storage in order to maintain and secure daily, weekly and monthly work production.

Cleans tape drives and vacuums printers.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn the operation of mainframe computers and peripheral equipment.

Ability to follow orders and instructions.

Ability to follow standard operating procedures.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university.

Equivalencies - Equivalent combination of education and experience; or one year of experience in an electronic data processing environment.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 1967

REVISED: April 12, 1972
January 12, 1978
September 30, 1980 (title changed)
November 28, 1983
December 30, 1987 (title changed)

Baltimore City Department of Human Resources

COMPUTER OPERATOR II

33131

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Operator II performs computer operations responsibilities of a limited complexity. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in a computer center where there is continuous noise from equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Operator III in that it involves performing computer operations responsibilities of a limited complexity under close supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Prepares computers and peripheral equipment for operation; mounts tapes and disk packs on drives and performs other related duties.

Operates console typewriters and requests assistance from experienced operators, when necessary.

Observes and reports to superiors on computer operations.

Under close supervision, investigates computer errors and malfunctions and assists in correcting them.

Records work activities and machine operations in daily logs and fills in report forms.

Operates computers to prepare copies of tapes for storage.

Cleans tape drives, vacuums printers and receives instruction in servicing and maintaining equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of operating electronic data processing equipment, including mainframe computers.

Ability to operate mainframe computers and related peripheral equipment.

Ability to deal with data processing associates.

Ability to maintain records and prepare reports.

Ability to clean tape drives and vacuum printers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and one year of experience in operating mainframe computers and related peripheral equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 23, 1964

REVISED: April 12, 1972
September 30, 1980 (title changed)
July 14, 1982
November 28, 1983
January 18, 1988 (title changed)

Baltimore City Department of Human Resources

COMPUTER OPERATOR III

33132

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Operator III operates and monitors mainframe computers and peripheral equipment. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in a computer center where there is continuous noise from equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Operator IV in that it involves no lead work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Prepares computers and peripheral equipment for operation; reads job instructions; mounts tapes and disk packs on drives; loads forms into printer and aligns forms.

Operates console typewriters to enter commands into computer; instructs computer to operate printer.

Observes computer operations; receives instructions from computers and enters requested information into computers.

Investigates errors and problems, such as inappropriate job instructions and program sequential relationships, incorrect tape drive assignments and source data, damaged tapes, overloaded storage capacity and software and equipment malfunctions; corrects errors and resolves problems when possible and assists analysts, programmers and data technicians with systems, programming and operational problems and errors.

Monitors computers for major machine malfunctions, such as systems and power failures; enters commands to discontinue computer operations; determines nature of malfunctions or assists others in analyzing malfunctions and enters commands to restore computer operations, when malfunctions are corrected.

Records work activities and machine operations in daily logs and fills in report forms.

Operates computers to prepare copies of tapes for storage in order to maintain and secure daily, weekly and monthly work production.

Cleans tape drives, vacuums printers and services and maintains equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of operating electronic data processing equipment, including mainframe computers.

Knowledge of computer operations procedures.

Knowledge of the methods of preparing mainframe computers for operation.

Knowledge of the techniques of monitoring data processing equipment and of investigating, correcting and resolving errors, malfunctions and problems.

Knowledge of the use of job control language.

Skill in operating computers and relates peripheral equipment.

Ability to independently perform a wide variety of computer operations functions.

Ability to deal with computers operations, programming, systems and data control personnel.

Ability to maintain records and prepare reports.

Ability to maintain and service data processing equipment.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - An associate of arts degree in electronic data processing or computer science from an accredited college or university and two years of experience in operating mainframe computers and related peripheral equipment.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 13, 1967

REVISED: April 12, 1972
September 30, 1980 (title changed)
July 14, 1982
January 18, 1988 (title changed)

Baltimore City Department of Human Resources

COMPUTER OPERATOR IV

33133

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Operator IV provides work direction and guidance to computer operators. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in a computer center where there is continuous noise from equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Operator III in that it involves lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews and approves the work of computer operators; monitors activities and resolves work problems of operators; trains new operators; reviews logs and reports to determine work activity and problems.

Prepares computers and peripheral equipment for operation.

Operates computers and other data processing equipment; observes and controls computer operations.

Investigates, corrects and resolves operational errors, malfunctions and problems; assists systems analysts, programmers and data technicians with systems, programming and operational problems and errors.

Develops work records and report forms and monitors the completion of logs and reports.
Contacts vendors to order repair of equipment or directs other operators to notify vendors.

Oversees and participates in the maintenance of equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer operations procedures.

Knowledge of the methods of preparing mainframe computers for operation.

Knowledge of the techniques of monitoring data processing equipment and of investigating, correcting and resolving errors, malfunctions and problems.

Knowledge of the use of job control language.

Skill in operating computers and related peripheral equipment.

Ability to use job control language.

Ability to independently perform a wide variety of computer operation functions.

Ability to deal with computer operations, programming, systems and data control personnel.

Ability to assign, review and approve computer operations work and to train computer operators.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and three years of experience in operating mainframe computers and related peripheral equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 13, 1967

REVISED: September 30, 1980 (title changed)
July 14, 1982
December 16, 1983
January 18, 1988 (title changed)

Baltimore City Department of Human Resources

COMPUTER OPERATOR SUPERVISOR

33135

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Operator Supervisor plans and manages an assigned computer operations shift. The work of this class involves supervising computer operations personnel.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in a computer center where there is continuous noise from equipment. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

On an assigned shift, plans and schedules computer operations; establishes work priorities; participates in work review during shift turn-over period; acts as liaison with other shift supervisors, informing other shifts of work activities and problems.

With others, interviews and hires computer operators and recommends the promotion of operators; counsels, reprimands, disciplines and evaluates the performance of operators; orients and trains shift staff in procedures resulting from the purchase of new equipment and software or changes in policy; monitors attendance; grants leave; approves overtime.

Monitors work records and reports to assure adherence of operators to production schedules and to identify and resolves work problems.

Directs and participates in the resolution of computer operations problems and the correction of work errors and machine malfunctions.

Consults with and advises systems analysts, analyst/programmers and computer programmers on methods of improving computer operations and resolving operations problems.

Participates with user agency representatives, commercial vendors, data processing associates and others to access the impact of new equipment and software on computer operations; plans equipment utilization for increased efficiency and resolves problems rising from inefficiencies.

Prepares memoranda, manuals and reports.

Directs the maintenance of computers and peripheral equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of data processing operations and equipment maintenance.

Knowledge of data processing records and reports and reporting procedures.

Knowledge of the techniques of coordinating data processing operations.

Knowledge of the basic techniques of computer programming and systems analysis.

Knowledge of the use of job control language.

Ability to plan, direct and schedule the activities of a computer operations shift.

Ability to use job control language.

Ability to identify and advise on methods of improving data processing operations procedures.

Ability to oversee the maintenance of computers and peripheral equipment.

Ability to monitor work records and reports.

Ability to speak and write effectively.

Ability to train computer operators.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and four years of experience in operating mainframe computers.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 9, 1961

REVISED: August 6, 1964
February 3, 1966 (title changed)
November 5, 1975
October 4, 1977
September 30, 1980 (title changed)
July 14, 1982
December 16, 1983
December 20, 1987 (title changed)

Baltimore City Department of Human Resources

COMPUTER PROGRAMMER I

33140

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Programmer I receives training in preparing COBOL programs for mainframe computers. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Computer Programmer II in that it involves training in computer programming.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives assignments from senior staff and discusses assignments with them in detail.

Prepares logic flow charts and submits to senior staff for approval.

Participates with senior staff in writing programs.

Tests programs as instructed.

Receives instruction in assembling and preparing program documents.

Reads instruction manual and views video course tapes to develop knowledges, skills and abilities in programming.

Prepares work reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the basic principles and techniques of preparing COBOL programs for mainframe computers.

Ability to write effectively.

Ability to follow instructions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science with courses in preparing programs in COBOL from an accredited college or university.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 18, 1987

Baltimore City Department of Human Resources

COMPUTER PROGRAMMER II

33141

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Programmer II prepares COBOL programs of a limited complexity for mainframe computers. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Programmer III in that it involves computer programming assignments of limited complexity, variety and scope.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Writes computer programs having a limited number of instructions and procedures.

Designs and modifies logic flow charts.

Prepares program codes and job control language and submits to senior staff for review.

With guidance, prepares test data and tests, corrects and modifies programs.

Assembles and prepares program documents.

Reads instruction manuals and views video course tapes to develop knowledges, skills and abilities in programming.

Prepares work reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of preparing COBOL programs for mainframe computers.

Ability to prepare logic flow charts.

Ability to prepare job control language.

Ability to create test data and test programs.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and one year of experience in preparing business applications programs for multi-user computer systems, including experience in COBOL programming.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: June 3, l965

REVISED: September 16, l965 (title changed)
January 10, l978
November 9, l979
July 29, l981
July 14, 1982 (title changed)
December 16, l983
December 10, l986
February 10, l988 (title changed)
April 3, l989

Baltimore City Department of Human Resources

COMPUTER PROGRAMMER III

33142

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Computer Programmer III prepares complex COBOL programs for mainframe computers. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Computer Programmer II in that it involves computer programming assignments involving a variety of instructions and procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and analyzes assignments to determine programming requirements.

Designs and modifies detailed logic flow charts.

Prepares program codes and job control language.

Writes mainframe COBOL programs according to requirements.

Verifies program logic by preparing test data.

Compiles, tests, resolves problems with and modifies programs.

Prepares instruction sheets to guide computer operators.

Meets with computer users to examine and modify programs.

Assembles and prepares program documents, such as program indexes, flow charts, tape retention forms, operating instruction sheets, job control language lists, computer deck instructions, production run sheets, forms control logs and record and report descriptions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of preparing COBOL programs for mainframe computers.

Ability to write mainframe COBOL programs involving complex, detailed instructions and procedures.

Ability to prepare logic flow charts.

Ability to prepare program codes and job control language.

Ability to create test data and test, compile and modify programs.

Ability to establish and maintain effective relationships with associates and computer users.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and two years of experience in preparing business application programs for multi-user computer systems, including experience in COBOL programming.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: May 31, 1963

REVISED: March 11, 1965
September 16, 1965
September 14, 1967
June 27, 1968
March 12, 1975
July 29, 1981
January 14, 1982
July 14, 1982 (title changed)
December 13, 1983
December 10, 1986
January 18, 1988 (title changed)
April 3, 1989
January 19, 1990

Baltimore City Department of Human Resources

ANALYST/PROGRAMMER I

33143

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Analyst/Programmer I receives training in developing systems designs and prepares computer programs. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Analyst/ Programmer II in that it involves training in systems design for computers.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With senior staff investigates requests for electronic data processing systems; participates in interviews of City agency personnel to determine the need for data processing systems.

Collects and organizes data and receives instruction in analyzing data.

Receives training in designing systems flow charts, forms and other documents, in writing specifications and in developing a complete system for a function.

Writes computer programs.

Prepares program codes, job control language and program document.

Tests, corrects and modifies programs.

Assembles and prepares program and systems documents.

Reads instruction manuals and views video course tapes to develop knowledges, skills and abilities in systems design.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of preparing computer programs.

Ability to develop a knowledge of systems design.

Ability to write computer programs.

Ability to test, modify and correct programs.

Ability to assemble, organize and prepare program documents.

Ability to establish and maintain effective relationships with associates and computer users.

Ability to communicate effectively verbally and in writing.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college or university and two years of experience in preparing computer programs.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 30, l964

REVISED: September 16, l965
March 12, 1975
May 19, l976
July 29, l981
July 14, 1982 (title changed)
December 16, l983
December 10, l986
January 19, l988 (title changed)
November 25, 2003

Baltimore City Department of Human Resources

ANALYST/PROGRAMMER II

33144

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Analyst/Programmer II performs a wide variety of systems design development and computer programming. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Analyst/ Programmer I in that it involves developing systems designs with a variety of procedures and instructions.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates requests for electronic data processing systems and programming requirements.

Designs and modifies systems; develops systems flow charts, forms, input and output documents and computer files; writes detailed systems specifications and procedures.

Devises data verification methods and makes recommendations to correct system design problems.

Advises others on the implementation of systems and programming applications.

Writes, tests, corrects and documents computer programs.

Writes programs to create user interface to enter, update and delete data and generate reports; develops database designs based on user requirements; uses data models to organize, store and secure data; repairs and compacts databases.

Maintains and provides advice and technical guidance to agencies on computer programs and subsystems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of systems analysis and design.

Knowledge of the principles and techniques of preparing computer programs.

Knowledge of commonly utilized database construction and maintenance.

Knowledge of the interrelationship of systems analysis, computer programming, database maintenance and computer and auxiliary operations.

Ability to prepare systems flow charts, forms, input and output documents, computer files, specifications and procedures.

Ability to write complex computer programs.

Ability to test, correct and document computer programs.

Ability to conduct systems studies and to collect, organize and analyze data.

Ability to establish and maintain effective working relationships with associates and computer users.

Ability to communicate effectively orally and in writing.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science and three years of experience in preparing computer programs including one year in systems design.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, l987
REVISED: December 3, 2003 June 29, 2006

Baltimore City Department of Human Resources

ANALYST/PROGRAMMER SUPERVISOR

33145

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Analyst/Programmer Supervisor supervises, plans, coordinates, and participates in a wide variety of systems analysis and computer programming. The work of this class involves supervising Analyst/Programmers and other information technology technicians and technical support workers.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work evenings, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Analyst/ Programmer Lead I in that it involves full supervisory responsibility for lower level Analyst/Programmers.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises, plans, coordinates and oversees the development, customization, implementation, and maintenance of vendor and in-house application programs involving records and transactions.

Schedules and plans works of others engaged in interviewing users to determine system and programming requirements, developing flow charts, writing, testing and de-bugging programs and maintaining databases.

Reviews completed applications and programs for correctness, completeness and adherence to established policies, procedures and standards.

Instructs staff in administrative and operation policies and procedures.

Consults with users to plan, develop, evaluate and revise applications.

Collects and analyzes data concerning applications to determine the purpose of the application, work methods used, cause and effect of problems and improvements needed.

Analyzes agency functions, operations and users' needs, evaluates in relation to various alternatives for enhancing operations through software automation; recommends, monitors and oversees the implementation of software enhancements.

Prepares user documentation and trains in the use of software programs and database systems.

Devises data verification methods and makes recommendations to correct system design problems.

Advises others on the implementation of systems and programming applications.

Writes, tests, corrects and documents computer programs.

Writes programs to create user interface to enter, update and delete data and generate reports; develops database designs based on user requirements; uses data models to organize, store and secure data; repairs and compacts databases.

Researches best practices for process automation, assesses agency's automation needs and evaluates and justifies system enhancements, hardware and software purchases.

May monitor the work of vendors to ensure implementation and maintenance of systems in compliance with agency requirements.

May participate in web site construction and management and database management within an internet/intranet environment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of information technology applications, systems analysis and design.

Knowledge of generally accepted computer programming languages or other developmental tools.

Knowledge of the principles and techniques of preparing computer programs.

Knowledge of commonly utilized database construction and maintenance.

Knowledge of the interrelationship of systems analysis, computer programming, database maintenance and computer and auxiliary operations.

Skill in analyzing and designing computer applications.

Skill in writing complex computer programs in a variety of commonly utilized languages.

Skill in testing, correcting and documenting computer programs.

Ability to conduct system studies and to collect, organize and analyze data.

Ability to prepare systems flow charts, forms, input and output documents, computer files, specifications and procedures.

Ability to write complex computer programs.

Ability to test, correct and document computer programs.

Ability to conduct systems studies and to collect, organize and analyze data.

Ability to communicate effectively and to establish and maintain effective working relationships with users, vendors, computer operations personnel, programmers and technical support staff.

Ability to plan, coordinate, supervise and evaluate the work of analysts/programmers and other technical staff.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in electronic data processing or computer science and six years of experience in preparing computer programs including three years in systems design.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: August 26, 2015

Baltimore City Department of Human Resources

Agency IT Associate

33146

I. CLASS DEFINITION

IT Associate provides support and assistance. Primary focus may be in the areas of computer operations, computer repair, wire and cable installation, user and desktop support (hardware and software), helpdesk, and data management.

Incumbents receive moderate to general supervision. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas. Work in the class has no supervisory responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

- Performs a variety of information technology support duties to ensure smooth delivery of technology services.
- Utilizes computer equipment, software and diagnostic tools to perform a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments.
- Works independently with minimal supervision and may assist in training, scheduling and distributing work of other staff members, students, casuals and temporary workers.
- Updates supervisor on status of projects and technical issues.
- Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or the next level of support.
- May provide information and training to students, staff, faculty, or general public on established policies and procedures, or services provided.
- Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of administering user accounts.
- Knowledge of setting up and submitting production jobs.
- Knowledge of editing and debugging computer output.
- Skilled at the designs and production of moderately complex reports.
- Ability to develop and test user documentation.
- Ability to perform routine security checks on systems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate degree in Computer Science or related discipline from an accredited college or university and one year of experience in a multi-operation system or production control environment.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

Agency IT Specialist I

33147

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist I – Entry performance level. Performs entry, moderately standard tasks requiring the consideration of limited to multiple variables to determine proper course of action. Standard decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.

- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- An Associate degree in Computer Science or related discipline from an accredited college or university.

- Two years of computer and customer support, applications analysis, and/or data security and testing experience.
- Verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

Agency IT Specialist II

33148

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist II – Full performance level. Performs standard tasks requiring the consideration of multiple variables to determine proper course of action. Standard decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.

- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.

- One year of related specialty IT experience (for example, but not limited to: system engineering, network engineering, information security, application programming, systems design, hierarchical/relational database management, GIS experience, custom report writing, or developing and supporting cloud-based software integrations).
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. If degree is unrelated to IT, than specialty IT experience is required.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: September 27, 2019 (M.Q. change)

Baltimore City Department of Human Resources

Agency IT Specialist III

33149

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist III. Senior Support level. Performs complex tasks requiring the consideration of multiple variables to determine proper course of action. While tasks are complex, most decision-making can be made within pre-determined approaches. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.

- Rotates daily back-up media.
- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.

- Two years of related specialty IT experience (for example, but not limited to: system engineering, network engineering, information security, application programming, systems design, hierarchical/relational database management, GIS experience, custom report writing, or developing and supporting cloud-based software integrations).
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. If degree is unrelated to IT, than specialty IT experience is required.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

REVISED: September 27, 2019 (M.Q. change)

Baltimore City Department of Human Resources

Agency IT Supervisor

33150

I. CLASS DEFINITION

Alternative market titles: Analyst/programmer supervisor, business analysis supervisor, help desk supervisor, GIS supervisor, computer operations supervisor, IT supervisor, applications supervisor, mainframe supervisor, IT project manager.

This classification supervises the planning and implementing of operating systems, applications software upgrades and modifications, and testing, installation, and setup of new hardware. May manage an IT project team. Ensures agencies' compliance with warranties, contracts and copyrights. Analyzes utilization trends of service requests, breakdowns, and malfunctions and recommends appropriate changes in procedures and operations.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of IT Specialist IV in that it involves full supervisory responsibility for IT Specialists.

III. TYPICAL EXAMPLES OF THE WORK

- Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate staff.
- Develops and maintains system standards.
- Communicates regularly with management for status and progress.
- Supervises IT staff, which includes hiring, training, guidance, and discipline.
- Supervises the provisioning of the end-user services.
- Plans and implements additions, deletions, and major modifications to the supporting infrastructure in coordination with management and leadership.
- Monitors capacity planning and scheduling vendor negotiations.
- Provides staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the overall company goals and objectives.
- Communicates with customers to identify needs and evaluate alternative business solutions and strategies.
- Defines continually ways to increase internal customer satisfaction and strengthen customer relationships.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of effective data center management.
- Knowledge of budget development.
- Knowledge of strategic planning for technology.

- Knowledge of quality management standards and processes.
- Knowledge of forecasting technology requirements.
- Ability to conduct systems audits for technology.
- Ability to research and implement technological solutions.
- Ability to collect, organize, and analyze data.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree in Information Technology, Computer Science, or Computer Engineering or related discipline from an accredited college or university; and
- Four years of application programming, systems design, hierarchical/relational database management, project management, and/or GIS experience.
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

SYSTEMS ANALYST I

33151

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Analyst I develops systems designs, specifications and procedures. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Systems Analyst II in that it involves limited responsibility for major systems design projects and for guiding and directing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Consults with computer users to determine data processing requirements.

Analyzes the data to be processed and the cost of installing and maintaining data processing systems and prepares reports on recommendations for review by computer users.

Designs complex systems consisting of a variety of programs, procedures and forms; prepares systems flow charts and block diagrams; develops forms, documents and computer files; writes specifications and machine and program instructions; develops systems procedures.

Submits to computer users systems designs for review and modifies systems as requested.

Prepares a variety of documents to provide a written record of systems designs and implements systems.

Devises data verification techniques and defines systems problems; recommends methods of resolving problems and of improving systems designs.

Prepares instructions for and provides direction to computer operators in the implementation of systems.

May provide guidance and direction to computer programmers and analyst/programmers.

Advises and provides consultation on systems and programming applications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of systems analysis and design.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Ability to design complex systems consisting of a wide variety of programs, procedures and forms.

Ability to analyze the cost of systems installation and maintenance and to make recommendations.

Ability to prepare systems forms, documents, files, specifications, instructions and procedures.

Ability to establish and maintain effective relationships with associates and computer users.

Ability to advise and provide direction and guidance to others on systems design and computer programming.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college or university and four years of experience in preparing programs for computers including two years in systems design.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 31, 1967

REVISED: January 14, 1976
January 23, 1978

October 22, 1981
July 14, 1982 (title changed)
December 16, 1983
January 18, 1988
February 4, 2002

Baltimore City Department of Human Resources

Agency IT Manager I

33152

I. CLASS DEFINITION

Alternate market titles: Division director, division head, computer operations manager, systems manager, applications manager, software manager, director, infrastructure and shared services.

The position is responsible for planning, directing, controlling, evaluating, and staffing the Agency's IT Division, i.e., two or more functional units, e.g., IT administration, applications and systems development, data security, computer operations, etc.

II. DISTINGUISHING FEATURES OF THE WORK

This is a senior management position that reports directly to the Agency Head/Deputy.

The classification is differentiated based on the size, complexity, and budget of the agency compared to other BCG agencies:

- Agency IT Division Manager I – Small agency
- Agency IT Division Manager II – Medium agency
- Agency IT Division Manager III – Large agency

III. TYPICAL EXAMPLES OF THE WORK

- Supervises to ensure the efficient working of divisional IT staff, and ensures compliance to deadlines, and provides upgrades to systems when required.
- Ensures team members develop and maintain technical knowledge in specialized areas, remaining up to date on current trends and best practices.
- Prepares financial budgets and presents proposals for capital projects.
- Evaluates new technologies for competitive advantage.
- Applies contemporary business principles integral to a high-technical environment.
- Works with team to enhance current technology to improve customer satisfaction and services.
- Manages hardware and software vendor relationships.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Establishes and builds relationships with vendors.
- Champions change and effectively manages the implementation of new ideas.
- Manages the development of project managers and supervisors.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of data center management.
- Knowledge of strategic planning for technology.
- Knowledge of quality management methodologies.

- Knowledge of data security requirements.
- Knowledge of forecasting technology requirements.
- Ability to research and implement technological solutions.
- Ability to conduct systems audits.
- Ability to problem solve.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Experience.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Four years of experience managing application programming, systems analysis and design, hierarchical/relational database management and/or GIS; including
- Two years of supervisory responsibilities disciplining, evaluating performance and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

Agency IT Manager II

33153

I. CLASS DEFINITION

Alternate market titles: Division director, division head, computer operations manager, systems manager, applications manager, software manager, director, infrastructure and shared services.

The position is responsible for planning, directing, controlling, evaluating, and staffing the Agency's IT Division, i.e., two or more functional units, e.g., IT administration, applications and systems development, data security, computer operations, etc.

II. DISTINGUISHING FEATURES OF THE WORK

This is a senior management position that reports directly to the Agency Head/Deputy.

The classification is differentiated based on the size, complexity, and budget of the agency compared to other BCG agencies:

- Agency IT Division Manager I – Small agency
- Agency IT Division Manager II – Medium agency
- Agency IT Division Manager III – Large agency

III. TYPICAL EXAMPLES OF THE WORK

- Supervises to ensure the efficient working of divisional IT staff, and ensures compliance to deadlines, and provides upgrades to systems when required.
- Ensures team members develop and maintain technical knowledge in specialized areas, remaining up to date on current trends and best practices.
- Prepares financial budgets and presents proposals for capital projects.
- Evaluates new technologies for competitive advantage.
- Applies contemporary business principles integral to a high-technical environment.
- Works with team to enhance current technology to improve customer satisfaction and services.
- Manages hardware and software vendor relationships.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Establishes and builds relationships with vendors.
- Champions change and effectively manages the implementation of new ideas.
- Manages the development of project managers and supervisors.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of data center management.
- Knowledge of strategic planning for technology.
- Knowledge of quality management methodologies.

- Knowledge of data security requirements.
- Knowledge of forecasting technology requirements.
- Ability to research and implement technological solutions.
- Ability to conduct systems audits.
- Ability to problem solve.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Experience.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Six years of experience managing application programming, systems analysis and design, hierarchical/relational database management and/or GIS; including
- Three years of supervisory responsibilities disciplining, evaluating performance and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

Agency IT Specialist IV

33154

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist IV. Senior support level. Performs complex tasks requiring the application of experiential approaches to determine best course of action. Complex tasks and responsibilities. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.
- Rotates daily back-up media.

- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree in Information Technology, Computer Science, or Computer Engineering or related discipline from an accredited college or university; and

- Four years of application programming, systems design, hierarchical/relational database management and/or GIS experience.
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 24, 2016

Baltimore City Department of Human Resources

SYSTEMS SUPERVISOR

33l55

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Supervisor oversees a group of systems analysts and computer programmers in performing systems and programming assignments. The work of this class involves supervising systems analysis and programming personnel.

Incumbents receive managerial direction from an administrative superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises systems analysts and computer programmers in performing systems and programming assignments; evaluates staff performance; recommends the employment, dismissal and promotion of staff; disciplines subordinates; assigns, reviews and approves staff work based on volume of work, skills of staff and priority of project.

Schedules and plans work; monitors and controls work progress; maintains records of work assignments and projects; establishes work standards and procedures. Advises and provides direction to staff; assesses and resolves work problems of subordinates.

Coordinates and integrates the activities of the work unit with those of other data processing units.

Directs and participates in major systems design projects.

Provides consultation and advice to city agency personnel and officials regarding systems cost, feasibility and necessity and recommends the design and modification of major systems.

Conducts comprehensive studies of data processing operations, programs and systems for planning and management purposes and prepares recommendations and reports.

Attends seminars to update knowledge in the data processing field.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of systems analysis and design.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Ability to manage the activities of a data processing systems unit.

Ability to schedule and plan work.

Ability to direct major systems design projects.

Ability to recommend the design and modification of major systems.

Ability to establish and maintain effective relationships with associates and computer users.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college or university and five years of experience in preparing systems designs for computers.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: December 17, 1969

REVISED: January 23, 1978
May 16, 1979 (class number and title changed)
July 14, 1982
December 16, 1983
January 18, 1988 (title changed)
February 4, 2002

Baltimore City Department of Human Resources

IT Specialist IV – BCIT

33156

I. CLASS DEFINITION

Alternate market titles: Systems analyst, applications systems analyst/programmer, database specialist, systems programmer, network engineer, GIS analyst, architectural engineer, business analyst, quality improvement specialist, helpdesk analyst, security analyst.

An Information Technology Specialist provides technical support to customers for personal computers, network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to helpdesk requests. Work of this class may involve leading and training less experienced IT Specialists, but does not involve full supervisory duties or responsibilities.

II. DISTINGUISHING FEATURES OF THE WORK

The IT Specialist I, II, III, and IV classes are differentiated by the skillset required, Minimum Requirements (Education and Experience), and the Knowledge, Skills, and Abilities of the classification specification IT functions.

IT Specialist IV. Senior support level. Performs complex tasks requiring the application of experiential approaches to determine best course of action. Complex tasks and responsibilities. May lead and provide functional guidance to lower level support employees.

III. TYPICAL EXAMPLES OF THE WORK

- Prepares reports by collecting, analyzing and summarizing information.
- Collects data by identifying sources of information, designing survey and collection methods.
- Resolves retrieval problems by altering design to meet requirements.
- Maintains database by entering data.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.
- Rotates daily back-up media.

- Assists in research and procurement of computer accessories and supplies.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Studies the type and applications of systems software, languages, and computer equipment.
- Develops knowledge of systems software by studying technical manuals and by observing software use.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the installation, maintenance, and enhancement of microcomputer systems and mainframe client servers.
- Knowledge of the interrelationship of systems analysis, computer programming, and information technology operations.
- Knowledge of current trends and developments in network-based communications systems.
- Knowledge of computer-based communications protocols.
- Skill in developing database queries and generating reports.
- Skill in installing, repairing, and troubleshooting network programs, hardware, and systems.
- Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.
- Ability to analyze, apply logic and solve technology problems.
- Ability to establish and maintain effective working relationships with vendors, management, technical co-workers and support specialists, and system users.
- Ability to design complex systems consisting of a wide variety of programs, procedures, and forms.
- Ability to schedule and perform preventative and corrective maintenance procedures and repairs.
- Ability to write detailed technical reports and analyses.
- Ability to develop a working knowledge of computer systems software and operating systems.
- Ability to develop systems software and systems software testing procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements.

- Bachelor of Science degree.

- Four years of related specialty IT experience (for example, but not limited to: system engineering, network engineering, information security, application programming, systems design, hierarchical/relational database management, GIS experience, custom report writing or developing and supporting cloud-based software integration).
- Excellent verbal and written communication skills.
- Previous IT work lead experience is preferred.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Advanced technical credentials may be substituted for six months of experience or education. Multiple certifications *may* receive additional credit towards education/experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 24, 2016

REVISED: August 30, 2019 (M.Q. change)
June 18, 2020 (M.Q. change)

Baltimore City Department of Human Resources

Agency IT Manager III

33157

I. CLASS DEFINITION

Alternate market titles: Division director, division head, computer operations manager, systems manager, applications manager, software manager, director, infrastructure and shared services.

The position is responsible for planning, directing, controlling, evaluating, and staffing the Agency's IT Division, i.e., two or more functional units, e.g., IT administration, applications and systems development, data security, computer operations, etc.

II. DISTINGUISHING FEATURES OF THE WORK

This is a senior management position that reports directly to the Agency Head/Deputy.

The classification is differentiated based on the size, complexity, and budget of the agency compared to other BCG agencies:

- Agency IT Division Manager I – Small agency
- Agency IT Division Manager II – Medium agency
- Agency IT Division Manager III – Large agency

III. TYPICAL EXAMPLES OF THE WORK

- Supervises to ensure the efficient working of divisional IT staff, and ensures compliance to deadlines, and provides upgrades to systems when required.
- Ensures team members develop and maintain technical knowledge in specialized areas, remaining up to date on current trends and best practices.
- Prepares financial budgets and presents proposals for capital projects.
- Evaluates new technologies for competitive advantage.
- Applies contemporary business principles integral to a high-technical environment.
- Works with team to enhance current technology to improve customer satisfaction and services.
- Manages hardware and software vendor relationships.
- Anticipates future network needs, identifies proactive solutions to satisfy needs.
- Establishes and builds relationships with vendors.
- Champions change and effectively manages the implementation of new ideas.
- Manages the development of project managers and supervisors.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of up-to-date technology strategies and resources.
- Knowledge of technology management and current technology.
- Knowledge of data center management.
- Knowledge of strategic planning for technology.
- Knowledge of quality management methodologies.

- Knowledge of data security requirements.
- Knowledge of forecasting technology requirements.
- Ability to research and implement technological solutions.
- Ability to conduct systems audits.
- Ability to problem solve.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Experience.

- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or a related discipline from an accredited college or university; and
- Eight years of experience managing application programming, systems analysis and design, hierarchical/relational database management and/or GIS; including
- Four years of supervisory responsibilities disciplining, evaluating performance and recommending the hiring, firing, and promoting of subordinate employees.
- Excellent verbal and written communication skills.
- Previous IT experience in government is preferred.

Equivalencies. An equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced technical credentials, e.g., Project Management Professional (PMP), Certified Information Security Manager (CISM), preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 1, 2016

Baltimore City Department of Human Resources

SYSTEMS ANALYSIS AND PROGRAMMING MANAGER

33158

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Analysis and Programming Manager plans, directs and coordinates the activities of the centralized programming and systems section of City government. The work of this class involves directing the activities of computer programming and systems design work units.

Incumbents receive executive direction from an administrative superior. Employees in this class work a conventional work week. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the activities of the systems and programming units in the Bureau of Management Information Systems; plans, assigns, reviews, approves and evaluates work projects and studies.

Consults with and advises bureau chief, managers, supervisors and staff on systems and programming applications, requests and problems.

Coordinates the work of the systems development units with the activities of systems, programming and operations units.

Directs and participates in the establishment and implementation of work standards and evaluates and develops new methods and techniques to improve work efficiency.

Plans, organizes and directs systems development projects and the study of systems applications.

Attends and participates in technical data processing and staff meetings.

Prepares monthly and annual reports on work plans and progress.

Studies technical publications and new data processing concepts to update systems management and development work.

Analyzes data processing courses and develops educational plans for staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of management and administration.

Knowledge of the techniques of COBOL programming and systems design for large mainframe computer operations.

Knowledge of the interrelationship of the systems analysis, computer programming and data processing operations.

Ability to manage the work activities of a large centralized systems design and computer programming operation.

Ability to develop efficient work standards, methods and techniques.

Ability to plan, organize and direct systems development projects.

Ability to prepare reports on work plans and progress.

Ability to establish and maintain effective relationships with data processing managers, supervisors and staff and City officials and personnel.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college or university and five years of experience in systems analysis and designs, including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 21, 1980

REVISED: December 16, 1983
January 18, 1988

Baltimore City Department of Human Resources

INFORMATION TECHNOLOGY SPECIALIST

33159

Administrative Division
General Management Branch
Data Processing Group

I. CLASS DEFINITION

An Information Technology Specialist provides technical support to customers for personal computers and network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to more complex helpdesk requests. Work of this class may involve leading and training paraprofessional information technology staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in office settings where there is no exposure to uncomfortable or hazardous working conditions. Work may require moderate physical exertion in lifting pieces of equipment or working in confined areas.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides technical support to customers for personal computers and network system infrastructure equipment, including testing, updating, maintaining, and providing training on mainframe client servers and microcomputer software and hardware; responds to more complex helpdesk requests.

Installs, configures, upgrades, and maintains network devices such as workstations, laptops, mobile devices, mainframe printers and scanners; tests new software for compatibility with City of Baltimore applications and policies.

Identifies and resolves hardware, software, communications, and networking problems related to end-user computing; schedules and coordinates preventative maintenance on computer and peripheral equipment.

Performs LAN administration; sets up accounts, assigns rights, sets up user profiles, and administers user's rights at the workstation level.

Develops processes for expedient installation of network devices such as workstations, microcomputers, laptops, local and mainframe printers, scanners and mobile data phones.

Provides expert technical advice and makes recommendations for IT systems assets and infrastructure support systems.

Determines cabling needs, installs pre-configured LAN hardware; troubleshoots network hardware problems; prepares and maintains documentation of network configuration and cable layouts.

Troubleshoots software and hardware related problems for workstations including virus and spyware reduction.

Runs repair and diagnostic software on computers.

Diagnoses and corrects network port and connection problems.

Uses network monitor tools to ensure network stability and to prevent security attacks; participates in the development of IT security policies and procedures; monitors adherence to these policies and procedures in order to ensure information systems reliability and accessibility to prevent and defend against unauthorized access to systems, network and data.

Evaluates LAN hardware and software requirements and makes recommendations.

Recommends replacement of equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the installation, maintenance and enhancement of microcomputer systems and mainframe client servers.

Knowledge of the installation, operation, repair, and maintenance of PCs, printers, telecommunications equipment, and associated computer hardware.

Knowledge of computer software operations, support, and development.

Skill in the installation, maintenance, and enhancement of microcomputer systems and associated hardware and software components.

Skill in providing technical support, training, and guidance.

Skill in identifying and resolving hardware and software malfunctions.

Skill in the development of automation policies, procedures, and standards.

Skill in troubleshooting computer problems, including problems with network communications, printing and terminal emulation.

Ability to lead others in the operation and maintenance of computer systems and components.

Ability to analyze office automations needs.

Ability to determine the feasibility of automating manual procedures.

Ability to conduct computer training.

Ability to operate a variety of computer platforms and operating systems.

Ability to communicate effectively, both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in the installation, maintenance and enhancement of microcomputer systems and associated hardware and software components.

Equivalencies - An associate degree and two years of helpdesk experience including Microsoft Office Suite environment.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification are encouraged to obtain and maintain professional IT-related certifications, such as A+, Net+, Microsoft Certified Systems Engineer (MCSE), or Cisco certification.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 2013

Baltimore City Department of Human Resources

IT PROJECT MANAGER

33160

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An IT Project Manager plans, coordinates and directs the development, oversight and coordination for information technology projects within a city agency IT unit. Work of this class involves leading teams of information technology professionals or technical personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office, where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Analyzes the agency mission, goals and objectives, operations and users' needs, in coordination with senior management, in relation to information technology capability; analyzes findings relative to cost and compatibility with existing hardware and software.

Oversees and participates in the analysis of agency operations to determine functional areas which can benefit by increased utilization of information technology; plans, coordinates and oversees the design, development and implementation of system and application advancements in response to identified agency automation, communication, data base and application needs.

Plans and coordinates the operation, implementation and maintenance of an Agency's application system, including such aspects as overseeing the development of internet and intranet applications, applications development design and technical support, database administration, client needs assessment and coordinating the services of external consultants and vendors.

Participates in major systems design and programming projects.

Manages all phases of the development of the information technology project including project design, implementation, hardware and software integration, initial operation and continuing performance evaluation and improvement.

Functions as liaison between agency management, members and MOIT. Leads teams of technical IT staff on project assignments.

Develops project budget, schedules, work plans, cost estimates and projections.

Administers contracts including contract negotiation and preparation of contract recommendations.

Monitors contracts to ensure conformance to approved plans and contract specification.

Conducts studies of operating problems and procedures, such as organizational change, communications, information flow, quality assurance, cost analysis and existing operating environment and state-of-the-art technological advances to devise the most efficient methods of accomplishing the work.

Advises superior on new developments in computer equipment and software and makes recommendations; provides guidance and direction to data processing/information technology associates in the use of computer equipment, software and operating systems.

Monitors the implementation of standards and procedures for the assigned technical area of expertise; assists in preparation of specifications for procurement of equipment, software and systems to enhance levels of service to users and assists in evaluation of responses to proposals;

Assists in facilitating implementation of new systems and/or procedures; may install and train personnel in application; monitors process to ensure procedures followed.

Performs related work as required.

IV. KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of information technology project management.

Knowledge of the principles and applications of hardware, software, operating systems and communications protocols.

Knowledge of the principles and practices of public administration in a large organization.

Skill in planning and coordinating the design and implementation of complex technological systems.

Skill in developing budget data and cost estimates.

Ability to synthesize data from a wide variety of sources and analyze and comprehend complex organizational, procedural and operating system problems.

Ability to communicate effectively, make presentations and enlist the cooperation of others.

Ability to prepare technical reports, critical recommendations and presentation materials concerning operational, organizational and management analyses.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university in Business, Management or Public Administration, Information Technology, Information Systems or related fields and four years of experience in IT project management to include developing project budget and writing proposals.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles under final consideration for appointment to some positions in this class may be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 2015

Baltimore City Department of Human Resources

SYSTEMS PROGRAMMER I

33162

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Programmer I receives training in the installation and maintenance of systems software and operating systems and in the development of computer equipment configurations. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Systems Programmer II in that it involves training in the installation and maintenance of systems software and operating systems and in the development of computer equipment configurations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives training in specifying, recommending and configuring computer equipment and systems software and operating systems. Receives training in installing and maintaining systems software and operating systems.

Develops knowledge of systems software by studying technical manuals and by observing software use.

Studies the type and applications of systems software, languages and computer equipment.

Receives training in systems software application procedures and use.

Assists applications programmers in identifying and resolving problems with applications programs and data.

Participates in the development of systems software testing procedures.

Assists in monitoring computer operations to determine systems software and hardware problems and recommends methods to resolve them.

Operates computer equipment for testing and systems software development.

Receives training in hardware and software integration for use in data communications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of programming languages and systems design.

Knowledge of mainframe computer operations.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Ability to develop a knowledge of computer systems software and operating systems.

Ability to understand systems software, computer equipment and data processing programming languages.

Ability to develop systems software and systems software testing procedures.

Ability to communicate with others effectively, orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's in electronic data processing or computer science from an accredited college or university and three years of experience in preparing systems designs and programs for mainframe computer systems.

Equivalencies - One year of experience as an analyst/programmer may be substituted for each year of the college or university requirement or six months of experience as a systems programmer may be substituted for each year of the college or university requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 18, 1987

REVISED: February 18, 1988
May 4, 1988

Baltimore City Department of Human Resources

SYSTEMS PROGRAMMER II

33163

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Programmer II specifies, recommends and develops systems software operating systems and computer equipment configuration of a limited complexity, variety and scope. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Systems Programmer III in that it involves specifying, recommending and developing systems software operating systems and computer equipment configurations of a limited complexity, variety and scope. A Systems Programmer II will perform major work projects under direction and guidance.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Specifies, recommends installs, and maintains data processing operating systems and systems software involving well-defined procedures.

Develops, implements and documents procedures of a limited complexity for operating systems.

With direction, creates, recommends and implements systems software test procedures; tests systems software; analyzes test results and identifies and corrects software and operating systems malfunctions.

Participates in preparing instructional materials and in training staff in the use of operating systems, computer equipment, programming languages, software packages, data communications systems and computer commands and access procedures.

Reviews new computer equipment and software and makes recommendations to superior for purchase.

Studies new developments in operating systems, systems software and computer equipment and advises superiors on the developments.

Defines, implements and monitors data communications systems by integrating systems software and mainframe, mini and micro- computer equipment.

Operates computer equipment to evaluate and resolve systems software problems.

Assists applications programmers and systems analysts in designing new systems and in identifying and resolving problems with application programs and data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of computer operating systems, software and computer equipment.

Knowledge of the principles and techniques of programming languages and systems design.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Knowledge of data communications systems software and computer communications equipment.

Ability to specify, recommend and install systems software and operating systems.

Ability to create and recommend systems software testing procedures.

Ability to identify and correct systems software malfunctions.

Ability to prepare instructional materials and train others.

Ability to work with associates effectively.

Ability to communicate effectively, orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college or university and two years of experience in performing systems programming for mainframe computer systems.

Equivalencies - One year of experience as an Analyst/Programmer may be substituted for each year of the college or university requirement or six months of experience as a systems programmer may be substituted for each year of the college or university requirements.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, 1987

REVISED: February 18, 1988
April 6, 1988
May 4, 1988

Baltimore City Department of Human Resources

SYSTEMS PROGRAMMER III

33164

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Programmer III installs, evaluates, modifies and maintains complex mainframe computer equipment, software and operating systems. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive managerial direction from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Systems Programmer II in that it involves the installation, evaluation, modification and maintenance of complex mainframe computer equipment, software and operating systems. The Systems Programmer III performs major work projects with complete independence and minimal supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Installs, evaluates, modifies and maintains data processing operating systems involving complex procedures and a variety of software programs.

Develops, implements and documents complex procedures for operating systems.

Creates and implements systems test procedures; analyzes and interprets test results and identifies and corrects systems malfunctions; advises computer programming, systems analysis and data processing operations staff on equipment and software problems.

Monitors the operation of equipment and systems and develops and implements software modifications and design changes.

Analyzes and evaluates computer equipment and software and develops methods and techniques to increase the efficiency of operating systems.

Develops procedures to maintain systems languages and advises staff on the use of languages.

Designs, monitors and updates performance standards for operating systems.

Consults with vendors on correcting and improving systems; analyzes and reviews new data processing products of vendors and recommends the purchase of equipment, software and systems.

Prepares instructional materials for staff; conducts seminars on the use of operating systems, computer equipment, programming languages, software packages, data communications systems and computer command and access procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of systems programming.

Knowledge of computer operating systems, software and computer equipment.

Knowledge of computer languages and language applications.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Ability to install, evaluate, modify and maintain data processing operating systems, involving complex procedures and a variety of software programs.

Ability to develop, implement and document complex procedures for operating systems.

Ability to identify and correct systems malfunctions.

Ability to develop and implement software modifications and design changes.

Ability to improve the efficiency of data processing operating systems.

Ability to establish and maintain effective relationships with associates and data processing vendors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science and four years of experience in performing systems programming for mainframe computer systems.

Equivalencies - One year of experience as an analyst/programmer may be substituted for each year of the college or university requirement or six months of experience as a systems programmer may be substituted for each year of the college or university requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 18, 1987

REVISED: February 18, 1988
April 6, 1988
May 4, 1988

Baltimore City Department of Human Resources

SYSTEMS PROGRAMMING MANAGER

33165

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Systems Programming Manager plans, directs and coordinates the installation, evaluation, modification and maintenance of mainframe computer equipment, software and operating systems. The work of this class involves supervising systems programming personnel.

Incumbents receive executive direction from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and schedules the work of a systems programming section; establishes work priorities; assigns, reviews and approves work of staff; evaluates staff performance; provides direction and advice to systems programmers engaged in the installation, evaluation, modification and maintenance of mainframe computer equipment, software and operating systems.

Coordinates systems programming activities with computer operations, systems analysis and computer programming functions to assure the efficient use of data processing resources; attends and participates in meetings with data processing and agency managers, supervisors and staff regarding systems programming projects.

Advises superior on new developments in computer equipment and software and makes recommendations; provides guidance and direction to data processing associates in the use of computer equipment, software and operating systems.

Directs the analysis and review of new data processing products of vendors and recommends to superior the purchase of products; prepares product specifications.

Oversees the monitoring and development of operating systems procedures and software programs and assures the maintenance of adequate data processing resources; devises and implements methods and techniques to upgrade, increase and improve data processing operating systems.

Supervises and conducts staff training programs in the use of operating systems, computer equipment, programming languages, software packages, data communications systems and computer commands and access procedures.

Oversees the development and maintenance of performance standards for operating procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of management and administration.

Knowledge of the principles and techniques of systems programming.

Knowledge of computer languages and language applications.

Knowledge of the interrelationship of systems analysis, computer programming and data processing operations.

Ability to plan, direct and coordinate the activities of a systems programming section.

Ability to analyze new developments in computer equipment and software.

Ability to review and recommend the purchase of the data processing products of vendors.

Ability to develop methods of improving the efficiency of data processing operating systems.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science and five years of experience in performing systems programming for mainframe computer systems.

Equivalencies - One year of experience as an analyst/programmer may be substituted for each year of the college or university requirement or six months of experience as a systems programmer may be substituted for each year of the college or university requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 12, 1982

REVISED: October 25, l983
May 20, 1985
January 18, 1988
February 18, 1988
April 6, 1988
May 4, 1988

Baltimore City Department of Human Resources

ENTERPRISE APPLICATION SYSTEMS ADMINISTRATOR

33168

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An Enterprise Applications Systems Administrator plans and coordinates the operation, implementation and maintenance of City-wide enterprise application systems of Baltimore City government, including the development of internet and intranet applications, enterprise applications development, design and technical support; database administration, client needs assessments and coordinating contract and vendor services. Work of this class involves supervising technical project teams.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on-call 24 hours a day, 7 days a week. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Mayor's Office of Information Technology (MOIT), plans and coordinates the operation, implementation and maintenance of City-wide enterprise application systems for Baltimore City government, including such aspects as overseeing the development of internet and intranet applications, enterprise applications development design and technical support, database administration, client needs assessment and coordinating the services of external consultants and vendors.

Oversees the planning, integration and maintenance of hardware and software for supporting client server applications for City user-agencies in conformance with pertinent laws, rules, regulations, policies and procedures.

Disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate technical and clerical staff.

Analyzes and evaluates current City internet and intranet software and hardware in order to recommend the replacement of obsolete items with new technology.

Reviews City agency requests for client server systems, computers and network software and hardware services; consults with users to clarify needs; determines the feasibility of the requested services.

Prioritizes client server software and hardware projects; determines staffing requirements for projects; develops work plans and deadlines; monitors and reports on the progress of projects; and approves completed projects.

May draft requests for proposals for enterprise applications systems; evaluate responses to proposals; and oversee the execution of contracted services.

Oversees the integration of internet and intranet services and applications utilizing web technology to facilitate Citywide communications.

Advises management and the Information Technology Board on enterprise applications systems and client server operations, new technology, problems and malfunctions and systems enhancements.

Oversees database administration, the development and implementation of project standards and data dictionaries, problem determination, documentation and resolution.

Assists in developing and monitoring the section capital and operating budgets.

Reviews journals, catalogues and other technical literature and attends workshops, seminars and trade shows to keep abreast of the latest developments in computer technology.

Oversees the development and implementation of training programs, help desk operations and other support services for systems users.

Prepares statistical and narrative reports of client server activities and special projects.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of planning, developing, implementing and maintaining computer information systems.

Knowledge of enterprise systems and computing platforms.

Knowledge of the principles and practices of data communications.

Knowledge of the principles and practices of database design, development, project standards and administration.

Skill in planning, reviewing and performing analysis and design for systems and infrastructure projects.

Skill in negotiating with vendors and managing complex contracts.

Ability to develop short and long term goals, plans and strategies for system implementation a large enterprise applications systems program and unit.

Ability to analyze and evaluate the feasibility and technical requirements of information technology projects.

Ability to direct, administer and coordinate the activities and operations of a large governmental enterprise applications systems program and unit.

Ability to analyze complex enterprise applications systems problems to achieve required results.

Ability to establish and maintain effective working relationships with City officials, vendors and systems users.

Ability to communicate technical information effectively, both orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A master's degree from an accredited college or university in computer information technology, management information systems or a closely related information technology field and three years of experience in administering enterprise applications, planning, maintaining and integrating operations and end-user training with responsibility for system development including one year of project management responsibilities and such supervisory duties as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of computer services personnel.

Equivalencies - Equivalent combination of education and experience. There are no substitutions for the one year of project management responsibilities and supervisory duties as outlined above.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 30, 2004

REVISED: October 4, 2012

Baltimore City Department of Human Resources

CHIEF OF TECHNOLOGY SERVICES

33169

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Chief of Technology Services oversees a City department computer and programming operations in coordination with the Mayor's office of Information Technology (MOIT). The work of this class involves supervising computer application and programming professionals.

Incumbents receive executive direction from the Director or Deputy Director of a City agency. Employees in this class work a conventional workweek but are subject to 24-hour callback. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency).

In a City agency, directs the application programming, interface monitoring and maintenance activities of the department's systems.

Supervises application software technical and support staff; evaluates staff performance, recommends the employment, dismissal and promotion of staff; disciplines subordinates; assigns work based on volume of work, skills of staff and priority of project.

Evaluates department's technology systems and plans to maximize agency efficiency and cost-effectiveness in accomplishing its mission; oversees and participates in the implementation of systems and plans to achieve departmental goals and objectives.

Directs and participates in major systems design and programming projects.

Monitors vendors to ensure vendors are providing the contracted services in accordance with the terms of the approved contract or contracts.

Coordinates the implementation and maintenance of agency-wide project management software applications.

Develops and enforces implementation of systems, safeguards and procedures that ensure compliance with City computer systems security policies and protocols; maintains a secure environment for agency communication equipment.

Analyzes and identifies agency-wide software needs; develops software procurement protocols in coordination with MOIT, develops and monitors contracts with vendors engaged in software design and development.

Conducts workstation troubleshooting, software installation and configuration for the department.

Represents the department at City wide information technology meetings.

Oversees and participates in the development of training manuals and training of users to maximize system utilization.

Remains abreast of current information technology best practices.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of information technology management in support of operational programs.

Knowledge of best practice methods and techniques of information systems project management.

Knowledge of the capabilities, requirements and availability of various computer and/or telecommunications/network platforms.

Knowledge of the principles and practices of systems analysis and programming.

Knowledge of personal-based computer operating systems.

Knowledge of capabilities, applications and operation of computer and peripheral equipment.

Knowledge of the principles and practices of administration and management.

Skill in analyzing business goals and objectives and identifying information technology means of facilitating and expediting the accomplishment of these goals and objectives.

Skill in communicating technical ideas clearly and in translating user information requirements for effective system use.

Ability to determine most cost-effective and efficient means of addressing agency automation requirements.

Ability to monitor information technology development and thoroughly document necessary system modifications and enhancements.

Ability to determine procurement needs and develop recommendations and justification for procurement of hardware and software.

Ability to specify requirements, establish contracts and monitor contract compliance.

Ability to establish and maintain effective working relationships with associates, agency officials and vendors.

Ability to generally communicate effectively, orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in information systems, computer science or a related field and five years of experience in systems analysis and designs including two years leading others engaged in designing and implementing computer systems or systems analysis or network engineering projects.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 2011

EDP COMMUNICATIONS COORDINATOR I

33173

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Communications Coordinator I installs, maintains and monitors the operation of electronic data processing communications systems and automated office equipment. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires lifting moderately heavy equipment and installing cable in an office.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of EDP Communications Coordinator II in that it involves work assignments of a specific nature requiring a limited knowledge of electronic data processing communication systems and automated office equipment.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Prepares cable and equipment layouts; installs cable and modems and such automated office equipment as personal computers, printers and computer terminals; tests equipment and installations.

Maintains and makes minor repairs to equipment.

Monitors and advises others on the operation of equipment and the use of personal computer software.

Receives instruction in the operation of new computer equipment and in the use of software.

Trains others in the operation of computer equipment and in the use of software.

Meets with vendors to correct malfunctioning equipment and software.

Coordinates the operations of equipment users with the activities of data processing center staff to assure operational consistency.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and maintenance of computers, computer terminals, personal computers, and computer printers.

Knowledge of the use of computer software.

Analytical and problem-solving ability.

Ability to instruct others in the operation of computer equipment and in the use of software.

Ability to communicate and deal with computer vendors, systems programmers, computer operators, computer programmers, system analysts and computer users.

Ability to coordinate the operations of computer users with the activities of data processing center staff.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in the installation, maintenance, monitoring and operation of electronic data communications and automated office equipment hardware and software.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 18, l987

REVISED: November 4, 1998

EDP COMMUNICATIONS COORDINATOR II

33174

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Communications Coordinator II plans, develops, installs and maintains electronic data processing communications systems. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires lifting moderately heavy equipment and installing cable in an office.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of EDP Communications Coordinator I in that it involves work assignments of a complex nature requiring an advanced knowledge of electronic data processing communications systems and automated office equipment.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Designs electronic data processing communications systems.

Installs personal computers, computer control units, modems, cables, computer terminals and printers; tests equipment and installations.

Maintains and makes minor repairs to equipment; contacts vendors for major equipment repairs.

Tests software for deficiencies and installs in personal computers.

Instructs others in the operation of computers and in the use of software.

Analyzes user requests and determines the need for new equipment, reviews computer products of vendors and recommends the purchase of equipment and software.

Monitors the operation of computer equipment and the use of software and provides technical assistance to users with operational and software problems.

Prepares, distributes and assures adherence to communications security guidelines.

Prepares memoranda, correspondence, reports and other documents and maintains records.

Maintains an inventory of equipment.

Reviews publications and other materials to update knowledge of developments in the electronic data processing communications field.

May lead others in installing, maintaining and monitoring electronic data processing systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of electronic data processing communication systems.

Knowledge of the operation and maintenance of personal computers, computer terminals, modems, communication cables and computer printers.

Knowledge of the use of computer software.

Ability to design electronic data processing communications systems.

Ability to speak and write effectively.

Ability to coordinate the activities involved in developing and maintaining electronic data processing communication systems.

Ability to deal with work associates, City agency personnel and vendors effectively.

Ability to prepare memoranda, correspondence, reports and other documents and to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in the installation, maintenance, monitoring and operation of electronic data communications and automated office equipment hardware and software including two years in the design and development of electronic data processing communications systems.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 18, l987

REVISED: November 4, 1998

EDP DATA TECHNICIAN I

33181

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Data Technician I receives training in scheduling computer operations, in controlling the quality and production of computer-processed documents, and in operating computer peripheral equipment.

Incumbents receive close supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of EDP Data Technician II in that it involves training in computer operations scheduling and production and quality control.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With others, schedules work assignments for computer operations.

Participates in organizing production work and assembling materials for electronic data processing.

Receives training in examining and analyzing data processing documents.

Notifies supervisor of errors in documents and reviews documents with supervisor to determine needed corrections.

Answers inquiries from others regarding work status.

Distributes documents to requesting user agencies.

Receives instruction in the operation of sorters, bursters, decollators, card readers, collators, reproducers, interpreters and keypunch machines.

Records work and production data in log books.

Performs related work and production data in log books.

IV. REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of office practices and procedures.

Knowledge of record maintenance techniques.

Ability to examine electronic data processing documents for errors.

Ability to schedule electronic data processing production work.

Ability to operate sorters, bursters, decollators, card readers, collators, reproducers, interpreters and keypunch machines.

Ability to deal with City agency personnel and data processing associates effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university.

Equivalencies - Equivalent combination of education and experience; or one year of experience in an electronic data processing environment.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, l987

EDP DATA TECHNICIAN II

33182

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Data Technician II schedules computer operations, controls the quality and production of computer-processed documents and operates computer peripheral equipment. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of EDP Data Technician III in that it involves no assignments of a complex nature and no lead work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Schedules work assignments involving computer operations on the basis of established priorities; reorders priorities and reschedules work when necessary or as requested by superior.

Assembles and organizes materials for computer operations; gathers header cards, job language cards, data files and related materials; examines forms and other materials for accuracy and adequacy; selects, labels and loads tapes.

Records work data in logbooks and on documents.

Reviews processed documents for errors; analyzes such errors as incorrect job language, problems with header cards, inappropriate tapes and inaccurate and incomplete source documents and data; makes corrections or submits to others for correction.

Notifies agencies of incomplete and inaccurate documents and data and requests corrections before reprocessing.

Answers inquiries from agencies regarding the processing of documents; distributes completed documents to agencies.

Operates sorters, bursters, card readers, collators, reproducers, interpreters, decollators and keypunch machines.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods and techniques used in scheduling computer operations and producing and controlling the quality of computer processed documents.

Knowledge of job control language cards, header cards, data files, computer tapes and related materials.

Understanding of job control language.

Ability to review, analyze and correct computer-processed documents and data.

Ability to record data in logs or on other documents.

Ability to deal with city agency personnel and data processing associates effectively.

Ability to operate sorters, bursters, decollators, card readers, collators, reproducers, interpreters and keypunch machines.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and one year of experience in computer operations scheduling and production control and computer peripheral equipment operation.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, l987

EDP DATA TECHNICIAN III

33183

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Data Technician III performs computer operations production control work of a complex nature and may assign and review work. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of EDP Data Technician II in that it involves assignments of a complex nature and, also, involves major data processing operations projects. The work may involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and analyzes computer-processed documents and corrects errors of a complex nature; advises superiors, analysts and programmers of errors in documents including such errors as discrepancies in job control language.

Performs assigned major projects such as developing forms, procedures and systems in data processing operations.

May assign and review the work of others and provide guidance and direction to new technicians.

Schedules computer operations work and assembles and organizes materials for processing.

Advises city agencies on the resolution of problems in processing computer reports and documents and maintains effective relationships with city agency personnel.

Develops and recommends quality control standards for computer operations.

Reviews and makes recommendations on vendor products.

Prepares reports and maintains records.

May operate sorters, bursters, card readers, collators, reproducers, interpreters, decollators and keypunch machines.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of computer operations procedures, forms and equipment.

Knowledge of the methods and techniques used in scheduling computer operations and producing and controlling the quality of computer-processed documents.

Knowledge of the use of job control language in computer operations.

Ability to use job control language.

Ability to perform complex and major assignments in computer operations.

Ability to review, analyze and correct computer-processed documents and data.

Ability to prepare reports and maintain records.

Ability to deal with city agency personnel and data processing associates effectively.

Ability to operate sorters, bursters, decollators, card readers, collators, reproducers, interpreters and keypunch machines.

Ability to provide direction, guidance and training to others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science from an accredited college or university and two years of experience in computer operations scheduling and production control and computer peripheral equipment operation.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, 1987

Baltimore City Department of Human Resources

EDP DATA TECHNICIAN SUPERVISOR

33185

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Data Technician Supervisor oversees, evaluates and approves the work of edp data technicians. The work of this class involves supervising data technician personnel.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work shifts, weekends and holidays. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In a data processing control section, supervises edp technicians; assigns and reviews work; provides work guidance and instruction; explains policy and procedural changes; recommends hiring, firing and promoting.

Schedules and oversees the scheduling of computer operations in response to departmental requests and assures the maintenance of production schedules.

Directs the correction of errors in computer-processed documents and data and corrects complex system-wide errors involving a broad range of documents and data.

Acts as data control section liaison with City agencies; resolves the problems of City agencies with the scheduling of computer operations requests and the correction of computer processed documents and data.

Analyzes and recommends improvements in data processing production procedures and work methods.

Develops and recommends data processing operating and documentation standards and reviews data processing systems for compliance with standards.

Advises systems analysts, computer programmers and systems programmers on systems changes and enhancements to improve data processing operating efficiency.

Participates in data processing staff meetings, advises on the resolution of daily production problems and proposes methods to implement changes in computer operations.

Recommends the purchase of section equipment and supplies and assures equipment maintenance and repair.

Prepares work status and other reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the development and implementation of data processing production standards.

Knowledge of computer operations and programming procedures.

Knowledge of data processing production and scheduling procedures.

Knowledge of the use of job control language.

Ability to use job control language.

Ability to analyze and recommend improvements in data processing production procedures and work methods.

Ability to recommend systems changes and enhancements to improve data processing operating efficiency.

Ability to establish and maintain effective working relationships with data processing staff and City agency personnel.

Ability to prepare work status and other reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree in electronic data processing or computer science and four years of experience in computer operations scheduling and production control and computer peripheral equipment operation.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 18, 1987

Baltimore City Department of Human Resources

GIS ANALYST

33187

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A GIS Analyst uses GIS technologies and practices to develop, coordinate and convert complex geo-databases and performs complex spatial analysis or leads others in the development and analysis of complex spatial projects to support GIS initiatives in the City of Baltimore. Work of this class involves no supervisory duties or responsibilities.

The incumbent in this class receives general supervision from a technical superior. The employee in this class works a conventional workweek that includes being on-call 24 hours a day, seven days a week due to emergency situations. Work is performed in an office setting where normal working conditions are encountered. Work requires moderate physical exertion in lifting and moving large boxes of paper and documents.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Uses Geographic Information Systems (GIS) technologies and practices to develop, coordinate and convert complex geo-databases or leads others in the development and analysis of complex spatial projects to support GIS initiatives in the City of Baltimore.

Produces data layers, maps, tables, or reports; creates, updates, analyses, reports, converts, or transfers data using specialized applications program software.

Performs complex spatial analysis through SQL and spatial queries; analyzes, enhances and maintains project specific GIS spatial applications; validates GIS databases, maps, website content, and documentation on a regular basis.

Meets with users to identify GIS requirements (application, business database, business process); analyzes and determines user information needs and evaluates available application packages.

Gathers GIS data and develops file and database structures and data collection methods.

Coordinates the development of GIS projects, including the development of technical priorities, client reporting and interface; performs quality control checks of GIS data and non-spatial databases to ensure data integrity.

Provides technical support to users regarding system criteria and specifications and to resolve complex procedural and operational GIS problems; develops GIS training materials and trains users.

Conducts routine tests and modifies system segments; evaluates and determines adequacy of systems in meeting user and data processing requirements.

Designs and coordinates application implementation plans.

Provides continuous input and analyzes the business application of GIS in agencies and/or departments based on research and surveys.

May assign and review the work of GIS Technicians.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Geographic Information Systems concepts, procedures and applications.

Knowledge of GIS spatial application development techniques.

Knowledge of functional and technical requirements for GIS hardware and software.

Knowledge of Microsoft Office, Access, Excel, Word and File Transfer Protocol computer software programs.

Ability to analyze user needs, processes and procedures for GIS applications.

Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.

Skill in manipulating spatial data, software commands, data editing, accuracy determination, digitizing, scanning, plotting, data acquisition and general computer operation.

Ability to coordinate the operations and activities of a complex governmental GIS program.

Ability to assemble GIS reports and related documents.

Ability to communicate effectively, both orally and in writing.

Ability to train others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Geography, Computer Science, Civil Engineering, or a closely related field from an accredited college or university with Geographic Information Systems coursework and one (1) year of experience working with and developing systems utilizing GIS platforms such as ESRI's ArcGIS Desktop or Server software suites; or performing GIS modeling and spatial analysis.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 26, 2012

REVISED: July 1, 2017

DOCUMENT IMAGING MANAGER

33188

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Document Imaging Manager develops, implements, coordinates and directs an imaging processing system to store and retrieve documents and information in a City agency. Work of this class involves supervising office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office with some exposure to computer terminal monitors. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises and trains staff in the daily operation of a document management system utilizing processors, scanners, work stations, high resolution monitors, printers and tape back-up systems; assigns, schedules, controls and evaluates work; recommends hiring, firing, and other personnel actions; develops and maintains work statistics.

Identifies and traces imaging hardware and software errors and takes corrective action or uses agency technical personnel or vendors to resolve problems; investigates and resolves imaging system user complaints.

Writes and maintains procedural documentation for system, defining workflow requirements, setting up work station profiles and security files, establishing and monitoring productivity standards, classifying documents and maintaining file integrity and security.

Develops, implements and maintains imaging system disaster recovery plan and document tracking system.

Schedules and controls mail distribution for imaging system users.

Reviews requests for and authorizes the release of legal, employment, salary and other information from departmental files.

Directs the establishment of document retention schedules, the scanning and saving of agency documents and the maintenance of a electronic media retention file.

Meets with and provides consultation on document imaging to agency staff to assure the appropriate use and an understanding of imaging technology and applications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of document imaging hardware and software operation, use and application.

Knowledge of the methods of identifying and correcting errors in document imaging hardware and software.

Ability to read, understand, interpret and implement document imaging instructions.

Ability to classify documents in terms of security and confidentiality.

Ability to understand and interpret policies and procedures of a City agency.

Ability to deal with a variety of people effectively.

Ability to develop, implement, maintain and understand City agency document use and retention policies and procedures.

Ability to train and supervise others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a G.E.D. and five years of experience in office support work involving word processing and database applications and including two years of supervisory or lead work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1995

Baltimore City Department of Human Resources

GIS TECHNICIAN

33189

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A GIS Technician develops and produces digital and hardcopy computer-generated Geographic Information Systems (GIS) data and custom map products for the City of Baltimore. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek that may include being on-call 24 hours a day, seven days a week due to emergency situations. Work is performed in an office setting where normal working conditions are encountered. Work requires moderate physical exertion in lifting and moving large boxes of paper and documents.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Utilizes GIS software to perform spatial analysis and to design and create accurate cartographic products for the Mayor's Office of Information Technology and City agencies in response to the news media, public events and public safety and natural disaster emergencies.

Reviews mapping plans and requests and determines proper symbols, line weights, style and size of lettering to be used; assists in updating current GIS mapping features and information by adding, modifying and deleting items as needed.

Assists and advises City agency staff on GIS projects and mapping requests; responds to agency requests for general GIS technical assistance.

Reformats and delivers completed GIS digital data to City agencies through disk media or the City Intranet.

Stores, maintains and updates GIS digital and hardcopy documents, records and files.

Informs supervisors of computer system problems and malfunctions; advises on project problems and needs.

Researches computerized cartographic and related mapping techniques and procedures through the Internet and GIS-related publications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of Geographic Information Systems concepts, procedures and applications, including data analysis, transfer and formatting.

Knowledge of Microsoft Office, Access, Excel, Word and File Transfer Protocol computer software programs.

Knowledge of computer-aided drafting and design software such as AutoCAD and Intergraph.

Ability to design and layout cartographic maps and represent required map components and elements accurately.

Ability to manipulate spatial data and software commands, edit data and accurately perform digitizing, scanning, plotting, data acquisition functions and general computer operations.

Ability to assemble GIS reports and related documents.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships.

Ability to meet work deadlines and to work on several complex projects at the same time.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree in Computer Science, Civil Engineering, Geography or a closely related field from an accredited college or university with Geographic Information Systems coursework and one year of experience in GIS cartographic application and software utilization, computer-aided drafting, equipment plotting, digitizing and data input work.

Equivalencies - One year of additional experience may be substituted for one year of the educational requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 2003

REVISED: July 1, 2017

Baltimore City Department of Human Resources

GIS SUPERVISOR

33190

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A GIS Supervisor directs, plans and oversees the development and production of digital and hardcopy computer-generated Geographic Information Systems (GIS) data and custom map products for the City of Baltimore. Work of this class involves supervising GIS technician personnel.

The incumbent in this class receives managerial direction from an administrative superior. The employee in this class works a conventional workweek that includes being on-call 24 hours a day, seven days a week due to emergency situations. Work is performed in an office setting where normal working conditions are encountered. Work requires moderate physical exertion in lifting and moving large boxes of paper and documents.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Mayor's Office of Information Technology (MOIT), directs, plans and coordinates the activities and operations of a Geographic Information Systems (GIS) program engaged in utilizing GIS software to perform spatial analysis and to design and create accurate cartographic and mapping products for the Mayor's Office, City agencies and the news media in response to public events, public safety notifications and natural disaster emergencies; coordinates City GIS programs with other local government, State and Federal GIS programs and activities.

Advises City high-level officials and department heads on GIS programs and activities available to them; assists them in assessing GIS cartographic and mapping needs.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate GIS technician staff.

Drafts and recommends departmental and Citywide GIS policies to superiors; establishes and implements GIS program work policies, standards and techniques to improve work efficiency.

Develops contract specifications for hiring GIS consultants for hardware and software upgrades, special mapping projects and data collection.

Directs and participates in the reviewing of mapping plans and requests and the determining of proper symbols, line weights, style and size of lettering to be used; assists in updating current GIS mapping features and information by adding, modifying and deleting items as needed.

Advises City agencies and staff on specific GIS projects, mapping requests and establishing and meeting product deadlines; coordinates response to agency requests for general technical assistance.

Prepares and monitors the GIS program budget.

Prepares annual and monthly narrative and statistical reports on GIS programs projects and activities.

Oversees the storage, maintenance and update of GIS digital and hardcopy documents, records and files.

Informs superiors of computer system problems and malfunctions; advises superiors of program problems and needs.

Researches computerized cartographic and related mapping techniques, procedures and trends through the Internet and GIS-related publications; trains staff in new practices and techniques.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of Geographic Information Systems concepts, procedures and applications, including data analysis, transfer and formatting.

Knowledge of computer-aided drafting and design software, such as AutoCAD and Intergraph.

Knowledge of Microsoft Office, Access, Excel, Word and File Transfer Protocol computer software programs.

Skill in cartographic map design, accuracy of presentation with required map components and elements, layout and design.

Skill in manipulating spatial data, software commands, data editing, accuracy determination, digitizing, scanning, plotting, data acquisition and general computer operation.

Ability to oversee and coordinate the operations and activities of a complex governmental GIS program.

Ability to assemble GIS reports and related documents.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with high-level City officials, department heads and State and Federal officials.

Ability to train others.

Ability to meet work deadlines and to work on several complex projects at the same time.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree in Computer Science, Civil Engineering, Geography or a closely related field from an accredited college or university with Geographic Information Systems coursework and five years of experience in GIS cartographic application and software utilization, computer-aided drafting, equipment plotting, digitizing and data input work.

Equivalencies - One year of additional experience may be substituted for one year of the educational requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 2003

REVISED: July 1, 2017

Baltimore City Department of Human Resources

IT ENGINEER

33191

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An IT Engineer designs, installs, troubleshoots and monitors information technology–based communications systems in a City agency. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervisor from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office environment where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Meets with user agency to ascertain information technology and Enterprise-based communication needs and services utilizing network systems.

Designs, installs and monitors network-based communications systems in a City agency.

Investigates, diagnoses and repairs problems in network-based systems.

Advises agencies and superiors on network system problems, status, use and maintenance.

Assists superiors in formulating, reviewing and updating short-range and long-range information technology-based communications plans and strategies for the agency.

Develops material, equipment and design costs based on user-projected communication needs and services.

Maintains liaison with and oversees the work of outside contractors and vendors installing or repairing communications equipment.

Builds and installs cables to connect network systems.

Researches and writes technical reports concerning network systems usage, problems and maintenance.

Reviews journals, magazines and trade publications in order to remain informed on the latest trends and developments in the information technology field.

Trains agency staff in the use and maintenance of network-based communications systems and equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of current trends and developments in network-based communications systems.

Knowledge of personal-based computer systems (DOS, Windows-95 & 98, Windows-NT, Novell Operating System-3.X & 5.X and Unix).

Knowledge of internet/intranet/extranet technologies.

Knowledge of computer-based communications protocols.

Knowledge of client/server cabling methods and procedures.

Skill in installing, repairing and troubleshooting network programs, hardware and systems.

Ability to schedule and perform preventative and corrective maintenance procedures and repairs on network systems.

Ability to investigate, diagnose and repair network-based system problems.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with agency user personnel, MIS personnel and computer equipment vendors.

Ability to train agency staff in communications system use and equipment maintenance.

Ability to write detailed technical reports and analyses.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelors degree from an accredited college or university and four years of experience in designing, installing, monitoring and troubleshooting large network computer systems.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 29, 2006

Baltimore City Department of Human Resources

NETWORK ENGINEER

33192

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Network Engineer designs, installs, troubleshoots and monitors network–based communications systems in a City agency. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervisor from a technical superior. Employees in this class work a conventional workweek and are on-call 24 hours a day, 7 days a week. Work is performed in an office environment where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Meets with agency users to ascertain communication needs and services utilizing network systems.

Designs, installs and monitors network-based communications systems in a City agency.

Investigates, diagnoses and repairs problems in network-based systems.

Advises superiors on network system problems, status, use and maintenance.

Assists superiors in formulating, reviewing and updating short-range and long-range network communications plans and strategies for the agency.

Develops material, equipment and design costs based on user projected communication needs and services.

Maintains liaison with and oversees the work of outside contractors and vendors installing or repairing communications equipment.

Builds and installs cables to connect network systems.

Researches and writes technical reports concerning network systems usage, problems and maintenance.

Reviews journals, magazines and trade publications in order to remain informed on the latest trends and developments in the information technology field.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of current trends and developments in network-based communications systems.

Knowledge of personal-based computer systems (DOS, Windows-XP, Vista & 7, Novell Operating System-3.X & 5.X and Linux).

Knowledge of internet/intranet/extranet technologies.

Knowledge of computer-based communications protocols.

Knowledge of client/server cabling methods and procedures.

Skill in installing, repairing and troubleshooting network programs, hardware and systems.

Ability to schedule and perform preventative and corrective maintenance procedures and repairs on network systems.

Ability to investigate, diagnose and repair network-based system problems.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with agency user personnel, MIS personnel and computer equipment vendors.

Ability to write detailed technical reports and analyses.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and four years of experience in designing, installing, monitoring and troubleshooting large network computer systems.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Certified Novell Engineer (CNE), Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified IT Professional (MCITP) is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 2000

REVISED: August 5, 2011

Baltimore City Department of Human Resources

NETWORK SYSTEMS ADMINISTRATOR

33193

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

A Network Systems Administrator oversees, plans, coordinates and monitors the maintenance, operations, and services of the Baltimore City government WAN (Wide Area Network) and LAN (Local Area Network) systems, including such aspects as network infrastructure, remote access, security, email, content filtering, database services, enterprise backups, and mainframe access. Work of this class involves supervising a network systems work unit.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on-call 24-hours-a-day, 7-days-a-week. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Mayor's Office of Information Technology (MOIT), plans, coordinates, implements, monitors and maintains the operations, and services of the WAN (Wide Area Network) and LAN (Local Area Network) systems and related communication services of Baltimore City government.

Plans, directs and manages City communications links between WAN, LAN networks and mainframe computers; ensuring remote and local access connectivity and security.

Coordinates with senior management and City agency users to plan and develop strategies for coordinating diverse operating environments into a cohesive system to improve communications; clarifies needs; analyzes existing services and resources; determines best utilization of resources and establishes protocols and priorities.

Develops cost estimates and projects funding, hardware, software and staffing requirements to provide network services and enterprise applications for the City; develops work plans and deadlines; monitors the progress of projects; and approves completed projects.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate network administration, network engineering and support staff.

Develops, implements, publishes and monitors compliance with City standards and protocols for networking, operating system, server application environments, maintenance and resource utilization.

Oversees the integration of internet and intranet services and applications utilizing web technology to facilitate Citywide communications.

Advises superiors and the Information Technology Board on network operations, system vulnerabilities, and new technology; recommends systems enhancements.

Reviews journals, catalogues and other technical literature and attends workshops, seminars and trade shows to keep abreast of the latest developments in network technology.

Oversees the development and implementation of training programs, help desk operations and other support services for network users.

Prepares statistical and narrative reports of network activities, resource utilization and special projects.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of LAN (Local Area Network) and WAN (Wide Area Network) infrastructures.

Knowledge of the functions and capabilities of LAN and WAN hardware such as cables and other transmission media, routers, switches and hubs, multi-station access units, file servers, printers, disk drives, network cards and emulators.

Knowledge of the principles and practices of data communications.

Knowledge of emergency, disaster recovery and security procedures as related to LAN and WAN networks and web services.

Skill in analyzing network performance, defining and implementing equipment configurations, and creating configuration documentation and resolving complex network systems problems.

Skill in planning, reviewing and performing analysis and design for Internet and Intranet systems and infrastructure projects.

Ability to develop short and long term goals, plans and strategies for a large centralized government WAN and LAN environment.

Ability to develop, publish and implement standards and protocols for network and enterprise applications operation, maintenance and resource utilization.

Ability to conduct feasibility studies, develop cost projections, work plans, resource needs and staffing requirements for optimum integration and infrastructure enhancements of LAN and WAN network services.

Ability to establish and maintain effective working relationships with City officials, and network systems users.

Ability to communicate technical information effectively, both orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A masters degree from an accredited college or university in computer information technology, management information systems or a closely related information technology field and five years of experience in administering a large wide area network connecting a number of local area networks, including experience with both Ethernet, multiple operating systems; planning, maintaining and integrating operations, and end-user training with responsibility for system development including three years of project management responsibilities.

Equivalencies - A bachelors degree in computer information technology, management information systems or a closely related information technology field and six years of experience in administering a large wide area network connecting a number of local area networks, including experience with both Ethernet, multiple operating systems; planning, maintaining and integrating operations, maintaining and integrating operations and end-user training with responsibility for system development including three years of project management responsibilities or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

MCP-Microsoft Certified Professional, CCNA-Cisco Certified Network Associate, and MCITP-Microsoft Certified IT Professional is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 30, 2004

REVISED: June 20, 2012

Baltimore City Department of Human Resources

EDP CENTER MANAGER

33197

Administrative Division
Management Support Branch
Data Processing Group

I. CLASS DEFINITION

An EDP Center Manager plans, directs and coordinates a City agency data processing center. Work of this class involves directing the activities of computer operation, systems and programming work units.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, directs and coordinates the computer operations, production scheduling and control, computer programming and systems analysis and programming functions of a city agency.

Supervises the data processing staff; hires, fires, promotes, disciplines and evaluates the performance of staff; conducts staff meetings.

Coordinates the work of the agency data processing center with the data processing activities of agency units; reviews, conducts studies of and approves unit requests for data processing services; resolves major agency data processing problems.

Prepares long-range plans for the development of agency facilities, equipment and systems; directs the design of systems and the installation of equipment and software.

Advises superiors and agency personnel on a variety of data processing matters.

Contacts and confers with vendors to resolve data processing problems and to collect information on data processing equipment and products; prepares specifications and cost estimates for the purchase of vendor products; recommends purchases to the Department of Finance and Audits.

Prepares budgets and recommends and monitors budget expenditures.

Prepares reports on center activities and operations.

Attends and participates in meetings and represents the agency on committees.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of systems analysis and programming.

Knowledge of capabilities, applications and operation of computer and peripheral equipment.

Knowledge of computer programming techniques.

Ability to plan, organize and direct the work of a data processing center.

Ability to establish and maintain effective working relationships with associates, agency officials and vendors.

Ability to prepare long-range plans for the development of data processing facilities, equipment and systems.

Ability to study, review and recommend the purchase of data processing equipment and software.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in electronic data processing or computer science from an accredited college university and five years of experience in preparing systems designs and programs for mainframe computer operations, in systems programming or in mainframe computer operations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 9, 1961

REVISED: May 10, 1982
October 6, 1982 (title changed)
September 28, 1983 (title changed)
April 2, 1984
January 18, 1988 (title changed)

LIQUOR BOARD OFFICE ASSISTANT II

33202

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Liquor Board Office Assistant II performs a wide variety of office support work in the Board of Liquor License Commissioners for Baltimore City. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion but may involve lifting heavy packs and stacks of mail and other materials.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, maintains numerous types of liquor license files and record systems requiring knowledge of a variety of indexing methods.

May perform a wide variety of office support work for the Chief Inspector and Assistant Chief Inspector in the Inspection Division, including typing correspondence and maintaining confidential personnel and inspection project reports, files and records; maintains numerous types of liquor license files and record systems requiring knowledge of a variety of indexing methods.

Operates a variety of office machines, including personal computers, for the imputing and revision of liquor license information in the agency's data records systems.

May schedule meetings and appointments, screen phone calls and visitors for the Chief Inspector and Assistant Chief Inspector.

May receive daily inspection and investigation reports from Liquor Board Inspectors; logs reports and forwards them to the Chief Inspector and Assistant Chief Inspector.

May contact Liquor Board Inspectors in the field at the request of the Chief Inspector and Assistant Chief Inspector; relays confidential verbal and written instructions, directives and memos to them.

May greet and interview Liquor Board visitors, answer complaints or questions relating to Liquor Board procedures and operations and provide information on Liquor Board services and functions to the public including prospective and current liquor licensees, lawyers, law enforcement officers, community groups and representatives of private organizations; handles upset and irate visitors with tact and diplomacy.

Answers telephone calls and provides information regarding Liquor Board office functions, operations and procedures.

Gives information to or elicits information from the public to properly complete Liquor Board forms; screens forms to determine accuracy and completeness of information; may collect application fees and fines for liquor licenses.

May assist the Alcohol Enforcement Unit of the agency in conjunction with the Baltimore Police Department by participating in on-site liquor license violation investigations of establishments licensed for the sale of liquor to the public within Baltimore City; may testify as an expert witness on observed liquor license violations in cases prosecuted by the agency.

Receives, sorts, delivers and distributes mail; lifts and stacks mail and other materials.

May mail weekly short dockets of Liquor Board hearing cases to interested parties; makes copies of long dockets of Liquor Board hearing cases for Liquor Board Commissioners and agency personnel.

May mail advertisements of Liquor Board license transfers to community groups and other interested parties.

Orders and maintains a supply of office materials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar, spelling and punctuation.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Skill in operating a personal computer for entering and revising information into agency data records systems.

Ability to perform arithmetic computations accurately.

Ability to organize and maintain a variety of indexed record files and systems.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to communicate effectively, both orally and in writing.

Ability to review forms to determine accuracy and completeness of information.

Ability to handle upset or disruptive people with tact and diplomacy.

Ability to collect and record fees and fines.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of office support work including the maintenance of confidential indexed records systems and the preparation and screening of official correspondence, reports and forms for accuracy and completeness of information.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

REVISED: February 26, 2002
June 25, 2008

Baltimore City Department of Human Resources

LIQUOR BOARD COMMUNITY REPRESENTATIVE

33204

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Liquor Board Community Representative coordinates the public information and customer service activities of the Board of Liquor License Commissioners for Baltimore City. Work of this class involves coordinating Liquor Board Inspector employees responding to inquiries, but does not involve full supervisory or lead duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, coordinates the public information and customer service activities of the agency; receiving, processing and tracking telephone calls for information and requests for agency services.

Reviews, develops and implements customer service policies and procedures; revises work procedures to improve work effectiveness and to accommodate changes in operations or new functions.

Maintains employee schedules, workload statistics and similar information for the preparation of periodic reports for the identification of work cycles and for the distribution of staff work loads.

Receives telephone calls from the Mayor's Office, the City's 311 Call Center and the general public regarding Liquor Board services, information and complaints; enters caller information such as name, address, phone number, nature of request and projected response time onto data questionnaire form in

the central database system; queries database system for information on and status of requests and to eliminate duplicate requests.

Ensures that service and information requests are answered or responded to in an efficient and timely manner; deciphers, interprets, handles and resolves complex, sensitive and high-profile complaints and service and information requests.

Coordinates the work of office support and Liquor Board Inspectors assigned to work a shift on the agency's customer services and information call center.

Investigates and resolves customer service complaints from the prospective and current liquor licensees, the general public, the Mayor's Office and City agencies; participates with the Chief Inspector in planning and scheduling staff assignments to ensure the timely investigation and resolution of complaints.

Oversees the collection of data from a variety of sources to aid in the preparation of Liquor Board responses to information requests and the input of data into the agency database.

Coordinates customer service and public information operations with those of other agency division sections.

Advises superiors of unusual, sensitive or high-profile customer complaints or requests for information; notifies superiors of related problems and recommended resolutions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of complex office practices and procedures.

Knowledge of customer service practices and processes.

Ability to direct and coordinate the activities of a customer service, complaint and information request processing operation.

Ability to research and resolve complex and sensitive customer service, complaints and information request problems with tact, dispatch and diplomacy.

Ability to assign, review, schedule and correct the work of subordinate employees.

Ability to accurately maintain a variety of records.

Ability to examine existing office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them.

Ability to schedule work effectively and to shift work priorities in order to meet deadlines.

Ability to establish and maintain effective working relationships with the public, City officials and other agency managers and supervisors.

Ability to communicate effectively, both orally and in writing.

Ability to deal effectively with other employees, subordinates, City officials and the general public.

Ability to understand and explain Liquor Board policies and procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in inspecting and investigating bars, restaurants and related establishments licensed for the public sale of alcoholic beverages one year of which must include customer service work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

REVISED: June 25, 2008 (title changed)

LIQUOR BOARD ASSISTANT EXECUTIVE SECRETARY

33205

Administrative Division
General Management Branch
Office Support Group

I. CLASS DEFINITION

A Liquor Board Assistant Executive Secretary performs a wide range of secretarial, administrative and office support work for the Board of Liquor License Commissioners for Baltimore City. Work of this class involves supervising office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, aids the Liquor Board, the Executive Secretary, Liquor Board, and Deputy Executive Secretary, Liquor Board, by performing secretarial and administrative work; reads correspondence and reports and summarizes information to facilitate superior's review; composes correspondence independently; may sign routine correspondence for superiors; prepares technical and complex reports; maintains personal and confidential files and oversees the maintenance of other important and sensitive record systems.

Coordinates such office services as public Board hearings, liquor license renewal processing, posting of liquor license fines and suspensions, prospective liquor licensee criminal background investigation, records maintenance and control and office management studies.

Studies Liquor Board office procedures, forms and records; interviews others to collect information; designs procedures, forms and records systems; presents to Liquor Board superiors information and recommendations on designs; develops, revises or implements work procedures to improve effectiveness and efficiency or to accommodate changes in operations or new functions.

Performs a variety of office support tasks including processing prospective licensee criminal background information forms, maintaining confidential licensee files, completing a variety of standard police, Liquor Board license application and renewal forms and proof-reading and editing Liquor Board minutes and documents.

Maintains appointment schedule and arranges meetings and conferences; suggests and arranges alternate dates when original schedule cannot be met; notifies in advance of meetings and assembles correspondence, files and other material for meetings.

Reviews and answers questions and correspondence from the general public, prospective and current licensees and government officials concerning Liquor Board policies, practices, activities, meetings and individual licensing decisions.

Attends and participates in Liquor Board meetings by preparing licensee directories, maintaining transfer license conference files, updating the Board computerized licensee database, publicizing Board meetings and taking and minutes of Board actions and decision; represents superior at meetings, conferences and similar situations to gather or present information.

Logs and routes correspondence, information or work instructions from superiors to staff members; monitors deadlines and follow-up actions.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of Liquor Board office support personnel; assigns and monitors work, assuring its adequacy in terms of both quantity and quality and adjusts work priorities as necessary; orients and trains new clerical employees; Establishes and maintains effective working relationships with other employees necessary to expedite matters for superior.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar and usage, spelling, punctuation and vocabulary.

Knowledge of office practices including office protocol and various filing procedures.

Knowledge of administrative techniques.

Knowledge of office practices and procedures.

Knowledge of standard business formats for correspondence, narrative reports and related materials.

Skill in typing a wide variety of correspondence, forms, reports and minutes.

Ability to perform a variety of routine personnel tasks.

Ability to perform a variety of office support tasks.

Ability to adjust priorities and re-distribute work assignments to meet changing deadlines.

Ability to assess the work of lower level employees and to make changes necessary to correct identified deficiencies.

Ability to exercise sound judgment on a variety of matters guided by general instruction.

Ability to revise office procedures, forms and records.

Ability to prepare correspondence and reports.

Ability to establish, organize and maintain files and records.

Ability to attend and participate in meetings and to represent superior at meetings.

Ability to deal with other employees and the public with tact and courtesy.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree from an accredited college or university and five years of experience in office support planning and coordination including scheduling appointments, writing correspondence and setting up meetings and agendas.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998.

REVISED: June 25, 2008 (title changed)

Baltimore City Department of Human Resources

LIQUOR BOARD SECRETARY III

33206

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Liquor Board Secretary III performs secretarial work involving complicated and confidential matters for the Board of Liquor License Commissioners for Baltimore City and performs confidential secretarial work for the Executive Secretary, Liquor Board. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional work week. Work is performed in an office setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, serves as the confidential secretary to the Executive Secretary, Liquor Board, and performs secretarial work for agency personnel.

Develops, revises or implements work procedures to improve effectiveness and efficiency or to accommodate changes in operations or new functions.

Exercises sound independent judgment in screening mail, telephone calls and visitors; decides what matters come to the Executive Secretary, Liquor Board's attention; provides information or answers to questions not requiring the Executive Secretary, Liquor Board's attention.

Maintains appointment schedule and arranges meetings and conferences for the Executive Secretary, Liquor Board; suggests and arranges alternate dates when original schedule cannot be met; notifies the Executive Secretary, Liquor Board, in advance of meetings and assembles correspondence, files and other material for meetings.

Transcribes letters, reports and memoranda.

Prepares technical and complex liquor licensing reports.

Logs and routes correspondence, information or work instructions from the Executive Secretary, Liquor Board, to staff members; monitors deadlines and follow-up actions.

Maintains personal and confidential Liquor Board files and oversees the maintenance of other important or sensitive record systems.

Composes correspondence independently; may sign routine correspondence for the Executive Secretary, Liquor Board.

Answers questions and resolves problems relating to procedures governing the work.

Makes, revises or cancels travel arrangements to conform with the Executive Secretary, Liquor Board's requirements; maintains expense records and prepares reports.

Establishes and maintains effective working relationships with other Liquor Board employees necessary to expedite matters for the Executive Secretary, Liquor Board.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar and usage, spelling, punctuation and vocabulary.

Knowledge of office practices including office protocol and various filing procedures.

Knowledge of standard business formats for correspondence, narrative reports and related materials.

Skill in typing a wide variety of correspondence, forms, reports and minutes.

Ability to adjust priorities to meet changing deadlines.

Ability to exercise sound judgment on a variety of matters guided by general instruction.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

Ability to compose correspondence.

Ability to secure and maintain the confidentiality of liquor license files, records and correspondence.

Ability to deal with other employees and the public with tact and courtesy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of office support experience including two years in scheduling appointments, writing correspondence and setting up meetings and agendas.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

Baltimore City Department of Human Resources

OFFICE SUPPORT SPECIALIST I

33211

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

An Office Support Specialist I performs routine office, administrative and keyboarding work using Microsoft Office, and other proprietary software programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from an administrative supervisor. Employees in this class work a conventional workweek. Work is performed in an office where employees are not exposed to unusual or hazardous working conditions. Work requires minimal physical exertion but may involve lifting moderately heavy packages and/or stacks of mail and other materials.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Office Support Specialist II in that it involves performing office support duties of a limited nature requiring a basic knowledge of keyboarding and Microsoft Office products.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Uses keyboarding skills to create, copy, edit, store, retrieve and print forms, memos, letters and reports, spreadsheets, and other such materials.

Uses automated office software to create, edit, update and revise databases and spreadsheets that generate reports.

Prepares, types, formats and edits a variety of correspondence and narrative reports of limited complexity using automated software.

Greets visitors and answers general questions relating to departmental procedures and operations and provides information on departmental services and functions to the public including community groups, representatives of private organizations, health clinic clients, and school children and their parents.

Prepares, receives, opens, sorts, batches, delivers and distributes mail; lifts and stacks mail and other materials; uses manually operated or other vehicles to transport mail and materials.

Answers telephone calls, retrieves messages from departmental and superior voice mail and provides information regarding office functions, operations and procedures.

Enters, retrieves and updates information using computer software applications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling and punctuation.

Knowledge of basic computer operations and common business software applications such as document management and word processing.

Ability to operate Microsoft Office Suite Products at a basic level.

Ability to perform simple arithmetic computations and to use a ten-key calculator with accuracy.

Ability to establish and retrieve records from filing systems alphabetically, numerically or by subject, or following some other readily learned procedure.

Ability to type or keyboard clean copy at a specific rate of speed and accuracy.

Ability to understand and follow simple written or oral instructions.

Ability to deal courteously with employees at all levels of government, and to work effectively with varying temperaments, both in person and by telephone.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: February 11, 1981

REVISED: August 17, 1982 (title changed)
July 9, 1984
February 20, 1986
October 26, 1994 (title changed)

REVISED: January 13, 2014
July 29, 2015 (title changed)
November 25, 2016

Baltimore City Department of Human Resources

OFFICE SUPPORT SPECIALIST II

33212

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

An Office Support Specialist II performs a wide variety of office, administrative and keyboarding work using Microsoft Office programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative supervisor. Employees in this class work a conventional workweek. Work is performed in an office where employees are not exposed to unusual or hazardous working conditions. Work requires minimal physical exertion but may involve lifting moderately heavy packages and/or stacks of mail and other materials.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Office Support Specialist I in that it involves performing a full range of office and administrative support duties requiring a knowledge of various office automation work procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Establishes, retrieves, maintains numerous types of files and manual and electronic record systems requiring a knowledge of a variety of indexing methods.

Operates a range of automated office machines including but not limited to photocopiers and scanners, facsimile machines, and personal computers to create, format, copy, edit, retrieve and print forms, letters and memos and other such materials.

Greets and interviews visitors, answers complaints or questions relating to departmental procedures and operations.

Provides information on departmental services and functions to the public including community groups, representatives of private organizations, health clinic clients and school children and their parents.

Answers telephone calls and provides information and guidance regarding office functions, operations and procedures.

Keyboards or types a wide variety of correspondence, reports charts, numerical summaries, lists and reports with speed and accuracy.

Drafts and prepares a variety of correspondence, internal and external reports, and other documents from information obtained from office staff, files and other sources and reviews and finalizes documents prepared by others.

Formats, creates, drafts, reviews, proofreads and edits documents prior to supervisor's review.

Provides information and guidance and elicits information from the public to properly complete forms; screens forms to determine accuracy and completeness of information.

May participate in informing non-English-speaking residents of and introducing them to bilingual community resources, services and institutions established to meet their groups' particular social, health and cultural needs.

Prepares, receives, opens, sorts, batches, delivers and distributes mail; lifts and stacks mail and other materials; uses manually operated or other vehicles to transport mail and materials.

Enters, retrieves and updates information and generates reports using computer software applications.

Some positions may require speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Inventories, orders and maintains a supply of office materials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of proper English grammar usage, spelling and punctuation.

Knowledge of standard computer operations and business software applications such as document management and word processing at an intermediate to advance level.

Knowledge of office practices and procedures including office protocol and various filing procedures at an intermediate to advance level.

Knowledge of the operation and capabilities of word processing and related equipment at an intermediate to advance level.

Knowledge of Microsoft Office Suite software programs at an intermediate to advance level.

Ability to type with speed and accuracy, large quantities of diverse correspondence, forms reports and charts in accordance with specialized and commonly accepted formats.

Ability to perform arithmetic computations accurately and to use a ten-key calculator with accuracy.

Ability to devise attractive and efficient format for material.

Ability to deal courteously with employees at all levels or government and to work effectively with varying temperaments, both in person and by telephone.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of office and administrative support experience using office automated equipment

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

ADOPTED: February 11, 1981

REVISED: August 17, 1982 (title changed)
July 9, 1984
February 20, 1986
October 26, 1994 (title changed)
April 9, 2007
January 13, 2014
July 29, 2015 (title changed)

Baltimore City Department of Human Resources

OFFICE SUPPORT SPECIALIST III

33213

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

An Office Support Specialist III performs a variety of complex office, administrative and keyboarding work using Microsoft Office and other proprietary software programs. Work of this class involves no supervisory duties or responsibilities, but may involve lead or advanced level responsibilities as assigning and reviewing the work of other administrative personnel.

Incumbents receive supervision from an administrative supervisor. Employees in this class work a conventional workweek. Work is performed in an office where employees are not exposed to unusual or hazardous working conditions. Work requires minimal physical exertion but may involve lifting moderately heavy packages and/or stacks of mail and other materials.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Office Support Specialist II in that it involves performing advanced or complex office administrative keyboarding work independently with minimal supervision and requiring knowledge of complicated automated office work procedures and may involve leading other administrative personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Operates a range of automated office machines including but not limited to photocopiers and scanners, facsimile machines, and personal computers to create, format, copy, edit, retrieve and print forms, letters and memos and other such materials.

Composes, prepares a variety of complex office automated forms, memos, letters, narrative and statistical reports, charts and graphs.

Provides work direction, guidance and training to employees.

Utilizes other automated office equipment such as personal computers, single or multiple printers or scanners using optical character recognition (OCR).

Enters, retrieves and updates information and generates reports using computer software applications.

Formats, creates, drafts, reviews, proofreads and edits documents prior to supervisor's review.

Compiles reports, forms and summaries for superior by reviewing and investigating a variety of sources to secure complete and accurate information.

Some positions may require speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Recommends and implements work procedures to improve effectiveness of efficiency or to accommodate changes in operations or new functions.

Keyboards or types a wide variety of correspondence, reports charts, numerical summaries, lists and reports with speed and accuracy.

Generates complex reports using multiple computer software applications which to extract data.

Develops and maintains files and records systems requiring knowledge of complicated, innovative indexing methods.

Provides information, guidance and assistance to the public including community groups, representatives of private organizations, health clinic clients and school children and their parents in executing forms or obtaining services in situations requiring unusual tact or approaches which differ from normal work procedures.

Provides information and guidance to or elicits information from the public to properly complete forms; screens forms to determine accuracy and completeness of information.

Responds to unusual or complicated inquiries and complaints regarding departmental or office procedures, programs, operations or functions.

May participate in informing non-English-speaking residents of and introducing them to bilingual community resources, services and institutions established to meet their groups' particular social, health, and cultural needs.

Inventories, orders and maintains a supply of office materials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of proper English grammar usage, spelling and punctuation.

Knowledge of complex computer operations and software applications such as document management and word processing at an advanced level.

Knowledge of various office automation software programs, tools and techniques to support office operations at an advanced level.

Knowledge of complex automated office practices and procedures including office protocol and various filing procedures at an advanced level.

Knowledge of the operation and capabilities of word processing, database, spreadsheets and presentation software at an advanced level.

Skill in the operation of word processing and business software including Microsoft Office Suite to produce correspondence, databases, charts, reports and spreadsheets.

Skill in formatting, keying and typing clean copy with speed and accuracy in accordance with specialized and commonly accepted business formats.

Ability to perform arithmetic computations accurately and to use a ten-key calculator with accuracy.

Ability to deal courteously with employees at all levels of government and to work effectively with varying temperaments, both in person and by telephone.

Ability to locate and retrieve information from a range of sources and to compile information in report form and generate reports.

Ability to provide direction and guidance to others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of office and administrative support experience using office automated equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideraton for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: August 17, 1982 (title changed)
July 9, 1984
October 26, 1994 (title changed)
January 13, 2014
July 29, 2015 (title changed)

Baltimore City Department of Human Resources

OFFICE SUPERVISOR

33215

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

An Office Supervisor oversees the work of, provides direction to and evaluates the performance of office support personnel and develops and revises the procedures of an office support work unit. Work of this class involves supervising office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises three or more lower level employees; plans, assigns, and reviews work; trains new employees; prepares performance reports, identifying deficiencies and ensuring corrective action; counsels employees with grievances; interviews and selects new employees.

Develops or revises work unit procedures to improve work effectiveness and to accommodate changes in operations or new functions.

Maintains production records, workload statistics and similar information for the preparation of periodic reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Certifies, maintains or supervises the preparation of payrolls and similar records for the unit.

Gathers data from a variety of sources to aid in the preparation of budget requests and to justify staffing levels.

Performs a variety of office support functions such as approving and disapproving requisitions or purchase orders and revising office forms and record-keeping systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of a variety of complex office practices and procedures.

Ability to comprehend and apply the techniques of first level supervision.

Ability to accurately maintain a variety of records.

Ability to examine existing office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them.

Ability to schedule work effectively and to shift work priorities in order to meet deadlines.

Ability to perform arithmetic calculations accurately.

Ability to deal effectively with other employees, subordinates and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of office support experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: March 9, 1982
August 17, 1982
July 29, 1985
March 25, 1991
February 28, 1996 (Trust)
August 25, 1999

CRIME LABORATORY ASSISTANT

33216

I. CLASS DEFINITION

A Crime Laboratory Assistant documents, monitors and coordinates forensic evidence processes. Work of this class involves no supervisory duties.

Incumbents receive general supervision from a technical forensic superior. Employees in this class work a conventional workweek. Work is performed in an office, laboratory, or crime scene. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Establishes and maintains an internal tracking system to reflect status of all forensic case files.

Coordinates and monitors pending court dates in order to ensure the timely completion and delivery of forensic analysis results to the State's Attorneys' Office, Police Department Investigators or defense attorneys; and notifies forensic and Police Department staff of court date changes.

Enters data obtained as crime scene evidence for classification into the trial date database file.

Retrieves, collates and prepares forensic case files for compilation into discovery work products.

Collects, prepares and creates forensic case files on compact discs for data archiving and e-discovery requests.

Receives and logs in crime scene evidence to be analyzed in accordance with established chain of custody procedures.

Coordinates data exchange with the Police Department's Grants Section in order to monitor and track grant expenditures to ensure compliance with grant funding requirements.

Performs forensic testing in concordance with educational and training background.

Testifies in courts of law as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office management practices and procedures.

Ability to develop databases and spreadsheet reports.

Ability to establish and maintain effective working relationships with the State's Attorneys Office, Police Department Officials and defense attorneys.

Ability to communicate effectively, both orally and in writing.

Ability to develop and maintain records, files and reporting systems.

Ability to prepare fiscal and statistical reports.

Ability to work in a laboratory or at a crime scene

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and three years experience in office work, including one year experience creating databases or spreadsheets.

Equivalencies – Equivalent combination of education and experience. A bachelor's degree in criminalistics, forensics, chemistry, biology, physics or a related science from an accredited college or university may substitute for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: April 25, 2012

REVISED: April 25, 2018

Baltimore City Department of Human Resources

LEGAL STENOGRAPHER II

33222

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Legal Stenographer II performs a wide range of specialized stenographic work requiring the use of specific vocational skills involving a knowledge of legal terminology and forms and stenographic and clerical duties. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive minimal supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class differs from that of the class of Legal Stenographer I in that it involves such lead responsibilities as assigning, reviewing and correcting the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides work guidance and direction to clerical and stenographic personnel and assigns and reviews their work; answers questions on work assignments and procedures.

Takes and transcribes legal dictation.

Collects and assembles data for superiors.

Makes appointments for superiors.

Composes replies to correspondence.

Sets up meetings and agendas.

Compiles and writes statistical, narrative, and other reports.

Maintains a wide variety of legal records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic legal practices.

Knowledge of legal terminology and legal forms, methods, and procedures.

Ability to keep a wide variety of legal records.

Ability to take legal dictation and to transcribe and type at a reasonable rate of speed.

Ability to provide guidance and direction to clerical and stenographic personnel.

Ability to develop working relationships with solicitors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and three years of experience in performing legal dictation and transcription.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: February 11, 1981

REVISED: August 17, 1982
March 11, 1988
August 14, 2000

SECRETARY I

33231

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Secretary I performs administrative support work of a routine nature. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Secretary II in that it involves performing routine administrative support duties requiring guidance and direction.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs routine administrative support duties such as: opening, sorting and routing mail; filing; and maintaining and ordering office supplies.

Receives training in agency and city organization, procedures and protocol.

With direction from supervisor, maintains appointment calendar and assembles materials for meetings.

May draft routine correspondence or form letters for superior's signature.

Operates a variety of office machines.

Answers telephone calls, screens callers and visitors, releases information or refers to appropriate source.

As directed by superior, contacts professional staff members and others to arrange conferences and meetings.

Uses common business software to produce a wide variety of correspondence, reports, charts, numerical summaries, lists and medical, legal or personnel records with accuracy.

May take and transcribe meeting minutes.

Maintains confidential office files.

May receive training in and may operate personal computers and/or word processing equipment.

Sets up forms and report formats as directed.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of standard English grammar and usage, spelling and punctuation.

Proficiency in the application of Microsoft Office Suite Products to produce letters, reports and presentations.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to take and transcribe minutes of meetings.

Ability to use common business software to produce a variety of correspondence, forms, reports, charts and minutes requiring knowledge of commonly accepted business formats.

Ability to devise attractive and efficient formats for materials not covered by standard formats.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate with six months of office or administrative support experience.

Equivalencies – Equivalent combination of education and experience**.**

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: September 22, 1982

REVISED: July 11, 1984
March 4, 1987
August 22, 1991
April 9, 2010
August 15, 2013

Baltimore City Department of Human Resources

SECRETARY II

33232

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Secretary II performs a wide variety of administrative support work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office setting where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Secretary I in that it involves performing administrative support duties independently after minimal orientation.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs a variety of administrative support duties necessary for efficient office operation such as filing, scanning, printing, creating documents/reports, ordering supplies and sorting mail.

Exercises sound judgment, tact and courtesy in screening internal and external visitors and telephone calls for manager/team members. Responds to inquiries exercising independent judgment based upon knowledge of policies and procedures and acting as a liaison between internal staff and external customers.

Maintains manager's calendar; schedules and coordinates virtual and in-person meetings, revises manager's schedule as necessary to accommodate changing priorities; provides support for meetings/conferences to include meetings logistics, preparing agendas, arranging live meetings/interactive software, conference calls, travel arrangements, catering room set up and preparing documents.

Composes, drafts, edits and proofreads correspondence/reports, independently or with minimal direction; may sign routine correspondence or form letters for manager.

Reads correspondence and reports and summarizes information for manager.

Logs and routes correspondence, information or work instructions from supervisor to staff members; monitors deadlines and follow-up actions.

Maintains personal and confidential files and oversees maintenance of other important or sensitive record systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar and usage, spelling, punctuation and vocabulary.

Proficiency in the application of Microsoft Office Suite Products to produce letters, reports and presentations.

Knowledge of standard business formats for correspondence, narrative reports and related materials.

Ability to communicate both orally and in writing.

Ability to exercise sound judgment on a variety of matters guided by general instructions.

Ability to accurately compose a wide variety of correspondence, forms, reports and minutes.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

Ability to deal with other employees and the public with tact and courtesy.

Ability to set priorities and complete multiple tasks accurately and efficiently.

Ability to work independently and in a collaborative team environment.

Ability to maintain confidentiality of sensitive business matters and use discretion in handling confidential information.

Ability to take initiative and follow through on tasks.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of office or administrative support experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: August 17, 1982 (title changed)
July 11, 1984
August 22, 1991
April 9, 2010
August 15, 2013

Baltimore City Department of Human Resources

SECRETARY III

33233

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Secretary III performs administrative support work involving complicated subject matters and complex procedures and assigns and reviews the work of lower level employees or performs confidential administrative or office support work for a high-level City executive. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office setting where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Secretary II in that it involves performing administrative support work involving complicated subject matters and complex procedures and assigning, reviewing, approving and evaluating the work of administrative or office support personnel or independently performing confidential secretarial work for a Department Head, Deputy or comparable high-level City executive.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

May provide oversight and work direction to lower level administrative or office support employees; assigns and monitors work, assuring its adequacy in terms of both quantity and quality and adjusts work priorities as necessary.

Develops, revises or implements work procedures to improve effectiveness and efficiency or to accommodate changes in operations or new functions.

Exercises sound independent judgment in screening mail, telephone calls and visitors; decides what matters come to superior's attention; provides information or answers to questions not requiring superior's attention.

Maintains appointment schedule and arranges meetings and conferences for superior; suggests and arranges alternate dates when original schedule cannot be met; notifies superior in advance of meetings and assembles correspondence, files and other material for meetings.

Reads correspondence and reports and summarizes information to facilitate superior's review.

Prepares technical and complex reports.

Represents superior at meetings, conferences and similar situations to gather or present information.

Logs and routes correspondence, information or work instructions from supervisor to staff members; monitors deadlines and follow-up actions.

Maintains personal and confidential files and oversees the maintenance of other important or sensitive record systems.

Composes correspondence independently; may sign routine correspondence for superior.

Answers questions and resolves problems relating to procedures governing the work; orients and trains new employees.

Makes, revises or cancels travel arrangements to conform with superior's requirements; maintains expense records and prepares reports.

Establishes and maintains effective working relationships with other employees necessary to expedite matters for superior.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar and usage, spelling, punctuation and vocabulary.

Proficiency in the application of Microsoft Office Suite Products to produce letters, reports and presentations.

Knowledge of standard business formats for correspondence, narrative reports and related materials.

Ability to adjust priorities and re-distribute work assignments to meet changing deadlines.

Ability to assess the work of lower level employees and to make changes necessary to correct identified deficiencies.

Ability to exercise sound judgment on a variety of matters guided by general instruction.

Ability to communicate both orally and in writing.

Ability to set priorities and complete multiple tasks accurately and efficiently.

Ability to work independently and in a collaborative team environment

Ability to take initiative and follow through on tasks.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

Ability to compose correspondence.

Ability to represent superior at meetings.

Ability to deal with other employees and the public with tact and courtesy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of office or administrative support experience including two years in scheduling appointments, writing correspondence and setting up meetings and agendas.

Equivalencies - Equivalent combination of education and experience.

VI LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: August 17, 1982 (title changed)
July 11, 1984
August 22, 1991
August 15, 2013

Baltimore City Department of Human Resources

MEDICAL CLAIMS PROCESSOR I

33241

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Medical Claims Processor I reviews and evaluates medical and related charges involving Worker's Compensation claims, emergency ambulance services or City employee disability retirement and death claims. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Medical Claims Processor II in that it has no lead responsibility for lower level medical claims and office support personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews hospital and medical bills for accuracy in coding and compliance with current American Medical Association codes and procedural terminology; codes compensation claims and related case documents; reviews and evaluates all line-of-duty and non-line-of-duty disability claims applications and line-of-duty death claims applications submitted by City employees, their families and attorneys; or reviews ambulance tickets for accuracy of level of emergency medical services rendered to generate insurance bills.

Examines hospital and medical bills to ensure that billing is in accordance with accepted medical and surgical fee schedules; calculates compensable value of services rendered.

Analyzes and evaluates medical bills to determine the level of causality between the treatment and the job-related injury.

Examines bills to identify undocumented charges and duplicate billings; investigates and resolves payment discrepancies with vendors, patients, attorneys and healthcare providers; answers patient and claimant inquiries to resolve complaints and gather insurance and medical record information.

May conduct comparable billing survey of outside providers to determine reasonable and customary pricing.

Contacts patients, attorneys, vendors and healthcare providers to gather or verify medical records, treatment or payment information.

In accordance with current medical disability standards, establishes and monitors an approximate length of disability "target date" for each case.

Reviews cases for referral to medical auditor for review or to Disability Management Services for rehabilitation of employee; refers disability retirement claims applicants to appropriate examining physicians and medical specialists in order to obtain an independent second medical opinion of their disability status and condition; when required, hires private investigators to observe and investigate the behavior of disability retirement claimants in order to verify the authenticity of their disability condition.

Processes payments to medical vendors and reimbursements of employees.

Maintains statistical records and compiles periodic and special reports.

May train office support personnel in claims examination and processing.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Worker's Compensation Law.

Knowledge of the principles and practices of medical insurance claims processing, disability and death claims processing or emergency ambulance services billing processing.

Knowledge of medical terminology.

Knowledge of medical billings systems.

Knowledge of Current Procedural Terminology codes.

Mathematical ability.

Ability to analyze and process medical claims forms expeditiously and efficiently.

Ability to maintain records and prepare reports.

Ability to establish and maintain effective working relationships with co-workers, claims applicants, hearing officers, vendors and the families of clients and claimants.

Ability to communicate effectively, orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associates of Arts degree from an accredited college or university and one year of experience in medical claims work or retirement system disability and death claims work or ambulance services billing and collection work in a worker's compensation unit, ambulance services billing unit, hospital, governmental employees' retirement system, health maintenance organization or insurance firm.

Equivalencies - Six months of additional experience in medical claims or retirement disability and death claims processing or ambulance services billing and collection work may be substituted for each year of the college education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 21, 1993

REVISED: October 20, 1997
August 9, 1999
January 4, 2000

Baltimore City Department of Human Resources

MEDICAL CLAIMS PROCESSOR II

33242

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Medical Claims Processor II reviews and evaluates medical charges related to Workers' Compensation claims or emergency ambulance services. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Medical Claims Processor I in that it involves assigning and reviewing the work of lower level medical claims and office support personnel and auditing medical claims.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Analyzes and evaluates bills for medical treatment to determine the level of causality between the treatment and the job-related injury.

Reviews hospital and medical bills for accuracy in coding and compliance with current American Medical Association codes and procedural terminology or reviews ambulance tickets for accuracy of level of emergency medical services rendered to generate insurance bills.

Reviews hospital and medical bills to ensure that billing is in accordance with accepted medical and surgical fee schedules; calculates compensable value of services rendered.

Evaluates cases for referral to medical auditor for review or to Disability Management Services for rehabilitation of employee.

In conjunction with Utilization Review Nurse and current medical disability standards, establishes and monitors progress of case and duration of disability through Target-Date Program; may interview employee to ensure compliance with prescribed treatment plan.

Examines bills to identify undocumented charges and duplicate billings; investigates and resolves payment discrepancies with vendors, patients, attorneys and healthcare providers; answers patient, attorney and claimant inquiries to resolve complaints and gather insurance and medical record information.

Processes payments to medical vendors and reimbursements of employees.

Maintains statistical records and compiles periodic and special reports.

Trains and reviews the work of subordinate office support and medical claims examiners.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Workers' Compensation Law.

Knowledge of the principles and practices of medical insurance claims processing or emergency ambulance services billing processing.

Knowledge of medical terminology.

Knowledge of medical billing systems.

Knowledge of basic computer operations.

Mathematical ability.

Ability to interpret, explain and apply Workers' Compensation laws, rules, procedures and practices.

Ability to read and interpret medical reports, charts and treatment plans.

Ability to maintain records and prepare reports.

Ability to establish and maintain effective working relationships with coworkers, vendors and patients.

Ability to communicate effectively, orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree from an accredited college or university and three years of experience in medical claims or ambulance services billing and collection work in a workers' compensation unit, ambulance services billing unit, hospital, health maintenance organization or insurance firm.

Equivalencies - Six months of additional experience in medical claims or ambulance services billing and collection work may be substituted for each year of the college education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 21, 1993

REVISED: October 20, 1997
August 9, 1999

Baltimore City Department of Human Resources

TYPIST I

33251

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Typist I performs routine, repetitive office and typing work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Typist II in that it involves performing typing and office support work of a limited nature requiring a basic knowledge of work procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Performs typing in a limited number of formats.

Maintains files or a limited complexity.

Operates copy and other similar office machines.

Receives, opens, sorts, delivers and distributes mail.

Answers telephones and refers callers.

Greets office visitors and directs them to proper locations.

May receive training in and may operate word processing equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling and punctuation.

Ability to perform simple arithmetic computations.

Ability to file materials alphabetically or following some other readily learned procedure.

Ability to understand and follow simple written or oral instructions.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to type clean copy at a specified rate of speed.

Ability to learn a variety of standard and special formats for correspondence, reports, charts and other documents.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

Baltimore City Department of Human Resources

TYPIST II

33252

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Typist II performs a wide variety of office support work and types a wide variety of correspondence, forms and other documents. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Typist I in that it involves performing a full range of office support and typing duties requiring a knowledge of various work procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Opens, sorts, distributes and delivers mail.

Maintains numerous types of file and record systems requiring a knowledge of a variety of indexing methods.

Operates a variety of office machines.

Interviews visitors, answers complaints or questions relating to departmental procedures and operations and provides information on departmental services and functions to the public including community groups, representatives of private organizations, health clinic clients and school children and their parents.

Answers telephone calls and provides information regarding office functions, operations and procedures.

Gives information to or elicits information from the public to properly complete forms; screens forms to determine accuracy and completeness of information.

From rough copy or with the use of a dictating machine, types a wide variety of correspondence, reports, charts, numerical summaries, lists, school records and reports and similar materials with speed and accuracy.

May receive training in and may operate word processing equipment.

Orders and maintains a supply of office materials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling and punctuation.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Ability to perform arithmetic computations accurately.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to locate and retrieve information from a variety of sources and to compile the information following general directions.

Ability to type, with speed and accuracy, large quantities of diverse correspondence, forms, reports and charts according to special or commonly accepted business formats.

Ability to devise attractive and efficient formats for materials not covered by standard formats.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of office support and typing experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

TYPIST III

33253

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Typist III performs a variety of complex office work and types a wide variety of correspondence, forms and other documents, involving unusual formats. Work involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Typist II in that it involves performing office support and typing duties independently with minimal supervision and requiring a knowledge of complicated work procedures and typing formats.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Types a wide variety of correspondence, reports, charts, numerical summaries, lists, school records and reports and similar materials usually involving content or format which varies from the norm.

Develops and maintains files and record systems requiring a knowledge of complicated, innovative indexing methods.

Provides guidance, direction and training to new employees.

Compiles reports, forms and summaries for superiors reviewing and investigating a variety of sources to secure complete and accurate information; recommends and implements work procedures to improve effectiveness or efficiency or to accommodate changes in operations or new functions.

Answers unusual or complicated questions or complaints regarding work procedures or departmental programs, operations or functions.

Provides information and assistance to the public including community groups, representatives of private organizations, health clinic clients and school children and their parents in executing forms or obtaining services in situations requiring unusual tact or approaches which differ from normal work procedures.

May receive training in and may operate word processing equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar, spelling and punctuation.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Ability to perform arithmetic computations accurately.

Ability to locate and retrieve information from a variety of sources and to compile the information in report form.

Ability to provide direction and guidance to others.

Ability to type, with speed and accuracy, large quantities of diverse correspondence, forms, reports, charts and other materials according to special or commonly accepted business formats.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of typing and office support experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

WORD PROCESSING OPERATOR I

33256

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Word Processing Operator I receives training in the operation of word processing equipment and performs related duties. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Word Processing Operator II in that it receives training in operating word processing equipment and procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Under close supervision, learns the principles, practices and techniques of the operation of word processing equipment and extended or related peripheral machinery.

Receives on the job training and instruction in the clerical procedures and activities related to the word processing function of a City agency.

With specific directions, depresses keys on word processing equipment to adjust controls for spacing, margins and tabulations.

Using automated word processing output equipment, types letters, schedules, stencils, tables, statements, purchase orders, examinations, announcements, reports, forms, memoranda, statistical data and other material from copy, rough draft or transcribing equipment.

Assists in maintaining files of correspondence, forms, reports and production logs.

Proofreads from CRT and typed documents for completeness and typographical errors; as required, makes changes to the original document.

Learns to perform a variety of office support work.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling, punctuation and editing.

Ability to perform simple arithmetic computations.

Ability to understand and follow simple written or oral instructions.

Ability to learn to operate automated word processing output equipment.

Ability to learn to read, interpret and follow prescribed word processor operating instructions.

Ability to proofread and identify errors.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to file materials alphabetically or numerically or by following other readily learned procedures.

Ability to type clean copy at a specified rate of speed.

Ability to learn a variety of standard and special formats for correspondence, reports, charts and other documents.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience in typing and office support work.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

Baltimore City Department of Human Resources

WORD PROCESSING OPERATOR II

33257

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Word Processing Operator II performs a variety of word processing tasks. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Word Processing Operator I in that it involves performing a full range of word processing duties requiring a knowledge of various work procedures and machine operations and functions.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Operates word processing equipment to record, edit, store and revise correspondence, reports, statistical tables, forms, and other materials, utilizing clerical skills and knowledge of word processing functions.

Reads instructions to determine procedures for preparing or revising materials; determines required format for finished copy.

Depresses keys on word processing equipment to adjust controls for spacing, margins, and tabulation; places tape cassette, diskette or other magnetic recording medium in holder.

Keyboards (types) original material into machine memory typing from printed copy, machine dictation or related sources.

Reads proof copy of material entered into machine memory and depresses keys to correct typographical errors, print final copy and record material onto magnetic medium.

Locates recording medium in file when revisions are required, places medium in holder and presses keys to insert (type), delete, correct, reposition or reformat designated material.

May operate equipment that extends word processing capabilities such as cathode ray tube display (CRT), single or multiple printers, or optical character recognition (OCR).

Performs a variety of office support work.

Maintains files of correspondence, forms, reports and production logs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling, punctuation and editing.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Knowledge of the operation of word processing and related equipment.

Ability to perform simple arithmetic computations.

Ability understand and follow written or oral instructions.

Ability to read, interpret and follow prescribed word processor operating instructions.

Ability to proofread and identify errors.

Ability to work in a production-oriented setting.

Ability to type clean copy at a specified rate of speed.

Ability to devise attractive and efficient formats for materials not covered by standard formats.

Ability to deal courteously with other employees and the public, both in person and by telephone.

Ability to locate and retrieve data from a variety of sources and to compile information with moderate supervision.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in operating word processing equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

WORD PROCESSING OPERATOR III

33258

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Word Processing Operator III produces varied, complex documents on word processing equipment. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Word Processing Operator II in that it produces varied, complex documents on word processing equipment.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In a word processing section, performs work involving the production of varied, complex documents which require a knowledge of advanced or specialized word processing methods.

Provides guidance and direction to others.

Operates word processing equipment to record, edit, store and revise correspondence, reports, statistical tables, forms and other materials.

Reads instructions to determine procedures for preparing or revising materials; determines required format for finished copy.

Depresses keys on word processing equipment to adjust control for spacing, margins and tabulations; places tape cassette, diskette or other magnetic recording medium in holder.

Enters original material into machine memory typing from printed copy, machine dictation or related sources.

Reads proof copy of material entered into machine memory and depresses keys to correct typographical errors, print final copy and record material onto magnetic medium.

Locates recording medium in file when revisions are required, places medium in holder and presses keys to type, delete, correct, reposition or reformat designated material.

Operates equipment that extends word processing capabilities such as a cathode ray tube display (CRT), single or multiple printers or scanner using optical character recognition (OCR).

May utilize software packages having composition and page makeup capabilities.

May import text and graphics from computer files assembling these elements on the computer screen into an attractive and functional layout and transmitting the finished layout to a printer or typesetter for final camera-ready output.

Maintains files of correspondence, forms, reports and production logs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English grammar, spelling, punctuation and editing.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Knowledge of the operation and capabilities of word processing and related equipment.

Skill in the operation of word processing and related equipment.

Ability to perform arithmetic computations.

Ability to produce with accuracy and speed, varied complex documents on word processing and related equipment.

Ability to efficiently and effectively plan and direct the work of a group of lower level office support employees performing word processing work.

Ability to effectively train or orient subordinate employees in new or revised word processing procedures.

Ability to shift priorities and redistribute work assignments to meet changing deadlines.

Ability to devise attractive and efficient formats for materials not covered by standard formats.

Ability to maintain effective working relationships with co-workers and others.

Ability to type clean copy at a specified rate of speed.

Ability to locate and retrieve data from a variety of sources and to compile information with general directions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in operating word processing equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 1994

Baltimore City Department of Human Resources

RECORDS AND PAYROLL MANAGER

33267

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Records and Payroll Manager oversees the work of a section engaged in retiree records maintenance and control, retiree payroll processing and related administrative and office support work. Work of this class involves directing office support work units.

The incumbent in this class receives general direction from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Directs and coordinates the operations of units responsible for processing retiree payrolls, maintaining a record-keeping system to store and retrieve documents and information in a City agency.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of a subordinate supervisor(s) and may supervise and participate in the work of a records maintenance unit.

Coordinates section activities and operations with other divisions and City agencies to establish procedures, exchange information and resolve problems relating to records maintenance and payroll.

Analyzes trends, identifies obstacles and recommends policy and procedural improvements to ensure timely processing of payrolls.

Reviews production records, workload statistics and processing requirements for the preparation of periodic narrative and statistical reports and to establish work cycles and staffing schedules.

Develops, recommends and oversees the implementation of administrative and technical policies and procedures based on program goals, workload, data record keeping, administrative needs, statistical and operation trends.

Interprets policies and procedures for staff, the general public and other agencies.

Resolves payroll problems; recommends payroll adjustments in accordance with City and departmental policies and ordinances.

Reviews proposed provisions to legislation for impact on section operations; develops, recommends and implements resultant changes in procedures.

Develops and implements staff training in operations, policies, procedures and customer service.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of standard payroll practices, systems, terminology and procedures.

Knowledge of document imaging hardware and software operation, use and application.

Knowledge of the methods of identifying and correcting errors in document imaging hardware and software.

Knowledge of automation and common business software used to process payroll.

Knowledge of customer service practices, policies and techniques.

Skill in resolving problems and complaints with employees and the general public.

Ability to direct and coordinate the activities of multiple units with varying functions.

Ability to analyze and evaluate payroll systems and procedures and to recommend operational improvements.

Ability to analyze operational trends, develop and implement policy and procedural improvements.

Ability to establish and maintain effective working relationships with City personnel on a wide variety of levels and with the general public.

Ability to plan and coordinate work to comply with strict payroll processing deadlines.

Ability to develop and implement in-service training.

Ability to communicate effectively, both orally and in writing.

Ability to compile data and compose complex statistical and narrative reports.

Administrative ability.

Supervisory responsibility.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree from an accredited college or university and four years of experience in office support work involving payroll processing, word processing and database applications including two years of experience performing such supervisory responsibilities as evaluating the performance of, disciplining and recommending hiring, firing and promoting employees.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 25, 2011

Baltimore City Department of Human Resources

EMS BILLING SUPERVISOR

33278

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

An EMS Billing Supervisor directs and coordinates the Emergency Medical Services (EMS) Billing Unit of the Baltimore City Fire Department. Work of this class involves supervising medical claims and data entry personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working environment. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fiscal Services Division of the Baltimore City Fire Department, directs and coordinates the activities and operations of the EMS Billing Unit.

Supervises medical claims and data entry personnel.

Develops, recommends and implements policies and procedures for the emergency medical services billing unit based on program goals, needs and administrative operations.

Advises superiors on program policies, problems and procedures.

Authorizes the abatement of emergency medical services bills.

Resolves emergency medical services billing claims disputes and problems involving insurance claims.

Monitors the processing of emergency medical services billing claims to ensure claims resolution and payment.

Answers questions and inquiries from EMS patients, insurance representatives and attorneys regarding claims.

Directs the maintenance of claims and data files.

Trains staff in new procedures, practices and processes concerning EMS billing and claims work.

Monitors the budget of the Emergency Medical Services (EMS) Billing Unit and assists in budget preparation.

Analyzes and evaluates bills for medical treatment to determine the level of causality between the treatment and the job-related injury.

Reviews emergency medical services tickets for accuracy of level of emergency medical services rendered to generate insurance bills.

Reviews hospital and medical bills to ensure that billing is in accordance with accepted medical and surgical fee schedules; calculates compensable value of services rendered.

Examines emergency medical services tickets to identify undocumented charges and duplicate billings, investigates and resolves payment discrepancies with vendors, patients, attorneys and healthcare providers; answers patient, attorney and claimant inquiries to resolve complaints and gather insurance and medical record information.

Maintains statistical records and compiles periodic and special reports.

Trains and reviews the work of office support and medical claims personnel.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of emergency medical services billing and collection systems.

Knowledge of the principles and practices of emergency medical services billing processing.

Knowledge of basic computer operations.

Ability to interpret, explain and apply Medicare, Medicaid and 3rd party billing relations, rules and guidelines.

Ability to maintain records and prepare reports.

Ability to direct and coordinate an emergency medical services unit.

Ability to establish and maintain effective working relationships with coworkers, insurance personnel and patients.

Ability to communicate effectively, both orally and in writing.

Ability to train new employees in emergency medical services billing techniques and procedures.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in emergency medical services billing and collection work in an ambulance services billing unit, hospital, health maintenance organization or insurance firm

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES.

Not Applicable.

ADOPTED: July 7, 1999

REVISED: February 25, 2008

Baltimore City Department of Human Resources

WORKERS' COMPENSATION CONTRACT ADMINISTRATOR

33292

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Workers' Compensation Contract Administrator manages and coordinates the work of third-party vendors engaged in the review and processing of workers' compensation and medical claims for City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Risk Management in the Department of Finance, administers the work of third party contractors (Mercy Hospital and Comp Management, Inc.), engaged in reviewing and processing a variety of workers' compensation and medical claims for City employees in order to minimize the financial impact on the City of Baltimore.

Advises City agencies on workers' compensation policies and procedures; explains claim reporting process to injured workers and managers; researches and coordinates claims investigations with contractors; provides updates on open claims.

Collects and compiles statistical data on for quarterly and annual reports; prepares special reports on an as-needed basis,; composes complex narrative reports and correspondence.

Develops, recommends and implements policies and procedures for oversight of third-party contractors; advises superiors on contractor work efficiency, problems and financial impact of work.

Plans, develops and implements reporting formats for agencies and contractors.

Monitors claims processing for proper handling; represents the city at claims reviews; answers inquiries and resolves problems pertaining to workers' compensation claims, legislation and procedures; coordinates with contractors and City agencies regarding lost-time reporting, return to work and duty modification.

Analyzes data and audits contract for program effectiveness and contract compliance; recommends resolutions to superiors and may negotiate resolutions of problems.

Acts as a liaison between the Department of Finance and the Law Department regarding matters involving procedures and claims; answers requests for documents in the defense of litigated claims.

Coordinates with providers in regard to the submission of medical reports and invoices; works with contractors on claims analysis to identify loss trends.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the laws pertaining to workers' compensation and related medical and insurance claims.

Knowledge of contract administration.

Knowledge of claims processing procedures.

Skill in reviewing and evaluating insurance claims.

Skill in evaluating and auditing contracts to ensure compliance with contract specifications.

Ability to administer third-party contracts

Ability to analyze and evaluate claims processes to ensure program effectiveness.

Ability to compose correspondence and to develop and produce statistical and narrative reports.

Ability to establish and maintain effective working relationships with third-party contractors and City officials.

Ability to utilize standard business software and computerized claims systems software.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Public or Business Administration, Public Policy, Risk Management, Accounting, Finance or closely related field from an accredited college or university and five years of experience in workers' compensation claims management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATION OR CERTIFICATES

Certification as an Associate in Risk Management (ARM) from the Insurance Institute of America (IIA), Claims Risk Manager (CRM) from the Risk and Insurance Management Society, Inc. (RIMS) or Charter Property Casualty Underwriter (CPCU) from the American Institute for Chartered Property Casualty Underwriters (AICPCU) is required within one year of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1983

REVISED: March 12, 1985
March 7, 1986
May 23, 1991 (title changed)
February 1, 1996
August 21, 1996
June 29, 2005 (title changed)

PERMITS AND RECORDS SUPERVISOR

33293

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Permits and Records Supervisor plans and coordinates the issuance of permits for various purposes. Work of this class involves supervising office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the processing and issuing of permits for various purposes.

Supervises the maintenance of permit logs and records.

Oversees the collection and deposit of fees generated by permit requests; maintains records and revenue statements.

Prepares correspondence regarding permit matters.

Supervises employees in the issuance of permits: plans, assigns and reviews work; trains new employees; prepares performance reports, identifying deficiencies and ensuring corrective action; counsels employees with grievances; interviews and selects new employees.

Develops and revises procedures to improve efficiency and increase revenues.

Answers inquiries regarding permit requirements and investigates and resolves problems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office management practices and procedures.

Knowledge of permit structures and requirements.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records and prepare reports.

Ability to communicate effectively, orally and in writing.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate of arts degree from an accredited college or university and four years of experience in office work, at least three of which must have been in processing permits.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, CERTIFICATES AND REGISTRATIONS

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: December 30, 1965
March 9, 1967
April 11, 1991
September 5, 1995
January 1, 2003

Baltimore City Department of Human Resources

PERMITS AND RECORDS TECHNICIAN I

33294

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Permits and Records Technician I processes and issues various permits to city residents and business owners in compliance with City, State and building codes and regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from and administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where employees are not exposed to unusual or hazardous working conditions. Work requires minimal physical exertion but may involve sitting for periods of time.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Permits and Records Technician II, in that it does not involve leading office support personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Processing of various types of residential, commercial and special events permits to city residents and business and property owners based on satisfactory compliance with city and state codes and regulations.

Prepares necessary paperwork pertaining to the collection and deposit of fees for permits and the maintenance of appropriate fiscal records; may assist in developing fee projections for the upcoming year based on previous fees.

Reviews, modifies and inspects forms for compliance with city and state codes.

Monitors fee schedules for temporary permits issued for work being performed within public right-of-ways, streets/sidewalks blockings and closings and related projects.

Explains and answers inquiries and questions from the general public on permit fees.

Performs related work as required.

Uses automated office software to create, edit, update and revise databases and spreadsheets that generate reports

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling and punctuation.

Knowledge of office management practices and procedures.

Knowledge of permit structures and requirements.

Ability to establish and maintain an effective working relationship with inspectors, public, and officials.

Ability to communicate effectively, both orally and in writing.

Ability to type or keyboard clean copy at a specific rate of speed and accuracy.

Ability to understand and follow simple written or oral instructions.

Ability to deal courteously with employees at all levels of government, and to work effectively with varying temperaments, both in person and by telephone.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and two years of experience in office work, including one year of processing permits.
Equivalencies –Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 29, 2017

Baltimore City Department of Human Resources

PERMITS AND RECORDS TECHNICIAN II

33295

Administrative Division
Management Support Branch
Office Support Group

I. CLASS DEFINITION

A Permits and Records Technician II processes and issues various permits to city residents and business-owners in compliance with City and State fire and building codes and regulations. Work of this class involves leading office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Processing of various types of residential, commercial and special events permits to city residents and business-owners on their properties based on satisfactory compliance with city and state codes and regulations.

Compiles weekly and monthly statistical reports detailing investigations started, in progress and completed.

Assigns and reviews the work of subordinate office support personnel engaged in the processing of permits and fees and investigation statistics and reports.

Prepares necessary paperwork pertaining to the collection and deposit of fees for permits and the maintenance of appropriate fiscal records; may assist in developing fee projections for the upcoming year based on previous fees.

Reviews and modifies inspection forms for compliance with city, state and department reporting codes and regulations.

Monitors fee schedules for temporary permits issued for work being performed within public right-of-ways, street/sidewalk blockings and closings and related projects.

Reviews and resolves permit holder complaints concerning permit fees, requirements and procedures.

Explains and answers inquiries and questions on the permit and fee program to the general public, community groups, business associations and other government jurisdictions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office management practices and procedures.

Knowledge of permit structures and requirements.

Ability to coordinate the permits and fees and investigation reporting processing operations of a large municipal department.

Ability to establish and maintain effective working relationships with inspectors, officials and the general public.

Ability to communicate effectively, both orally and in writing.

Ability to develop and maintain records, files and reporting systems.

Ability to prepare fiscal and statistical reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and three years of experience in office work, including two years of experience in processing permits or fire investigation documentation work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: July 27, 2011

REVISED: May 19, 2017 (title changed)

TELEPHONE OPERATOR I

33311

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Telephone Operator I operates a centrex console and computer terminal for an agency's telephone system. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work week that may include evening, weekend and holiday hours. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Telephone Operator II in that it involves the operation of a centrex console and computer terminal in a City agency.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Operates a City agency telephone console and computer terminal.

Places outgoing and accepts incoming toll and long distance calls following specified procedures as defined by the user agency.

In the Municipal Telephone Exchange of the Office of the Comptroller, receives training in answering telephone calls for assistance from the general public for the purpose of obtaining City services or information; in determining what type of 250 different kinds of service is being requested and what services are available to successfully handle it; in entering caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the Customer Service Request System’s central system database; in furnishing callers with ID reference number for their service requests and work orders for follow-up status request inquiries; and in forwarding the service request electronically to the appropriate City agency for action and resolution.

Performs other related telephone work such as updating directories, answering calls for emergency service and maintaining agency records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to operate a console operated telephone system.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

Ability to enunciate clearly and distinctly.

Ability to record data.

Ability to act calmly in emergency situations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in operating a centrex console telephone.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 1, 1956

REVISED: October 30, 1958
December 6, 1962
January 20, 1978 (title changed)
August 17, 1982 (title changed)
February 2, 1984
July 18, 1986
March 5, 2003

Baltimore City Department of Human Resources

TELEPHONE OPERATOR II

33312

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Telephone Operator II operates a large centrex telephone console and computer terminal in the municipal telephone system. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift that involves evening, weekend, emergency and holiday hours. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the Telephone Operator I in that it operates a large, complex centrex console in the Municipal Telephone Exchange of the Office of the Comptroller.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Municipal Telephone Exchange of the Office of the Comptroller, operates a centrex console telephone or PBX equipment on an assigned shift in a 24-hour, 7-day week.

Answers telephone calls for assistance from the general public for the purpose of obtaining City services or information; determines what type of 250 different kinds of service is being requested and what services are available to successfully handle it; enters caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the Customer Service Request System's central system database; furnishes callers with ID reference number for their service requests and work orders for follow-up status request inquiries; and forwards the service request electronically to the appropriate City agency for action and resolution.

Answers incoming calls and makes connections to complete incoming, outgoing and extension to extension calls.

Places outgoing and accepts incoming long distance calls including collect calls and maintains necessary records of charges.

Reports telephone equipment that is out of order.

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Operates a large centrex console during emergency situations or disasters.

Maintains confidentiality of phone calls between high government and legal officials, the FBI, and calls involving wire-taps and recordings.

Answers inquiries and performs incidental office support duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the proper operation of a centrex console telephone or PBX.

Knowledge of the practices and procedures of computerized data entry.

Skill in the operation of basic Window-type applications.

Skill in recording data accurately within limited time periods.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

Ability to enunciate clearly and distinctly.

Ability to maintain records.

Ability to react calmly and with dispatch in emergency situations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in operating a centrex console telephone system including the operation of a computer terminal for the purpose of data entry or word processing.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: September 22, 1955

REVISED: June 6, 1957
August 14, 1958
February 26, 1959
May 14, 1959
August 11, 1960
April 13, 1961
January 26, 1967
March 12, 1969
February 26, 1975
January 20, 1978 (title changed)
November 7, 1979 (title changed)
September 10, 1980 (title changed)
August 14, 1981
October 22, 1981
August 17, 1982 (title changed)
April 27, 1984
July 18, 1986
March 5, 2003

Baltimore City Department of Human Resources

COMMUNICATIONS SERVICES SUPERVISOR

33315

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communications Services Supervisor develops, monitors, oversees and evaluates municipal voice communications customer services. Work of this class involves supervising telephone operations personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on-call 7 days a week, 24 hours a day. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Communication Services in the Office of the Comptroller, develops, monitors, oversees and evaluates municipal voice communications customer services and data entry in databases for communication customer services.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate telephone operator and clerical staff.

Ensures that unit productivity and quality assurance standards and goals are enforced and met.

Plans work schedules and assigns telephone operators to shifts; participates in the training of telephone operators; and monitors the work performance of telephone operators; reviews time and attendance records, and is the time keeper for payroll.

Participates with other departmental managers in the development, implementation and monitoring of inventory control, cost management and equipment performance and maintenance programs.

Participates with superiors in formulating and monitoring the unit fiscal budget and attendant revenues, and assists with billings as assigned by the Director.

Answers public inquiries regarding City voice communications and voice messaging operations and functions.

Meets with City agency representatives to resolve service delivery complaints about telephone and voice communications services; monitors status of service and repair requests.

Coordinates TTY communications services with the needs of handicapped residents of the City.

Notifies legal authorities and telephone companies of obscene, indecent or abusive phone calls and orders operators to disconnect or discontinue such calls in progress.

Coordinates emergency service telephone coverage and determines service needs during a declared emergency.

Screens calls to City officials on direct lines.

Reviews call logbooks of telephone operators to review disposition of telephone inquiries.

Prepares interagency lists of emergency phone numbers and continuously revises the municipal telephone directory for the Teledirectory Network of City agencies and personnel.

Prepares letters and reports on telephone and related communications complaints and operations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of modern voice communications systems, services, practices and equipment.

Knowledge of customer services practices and requirements, especially as they relate to a large governmental voice communications operation.

Knowledge of accounting and billing systems, practices and procedures.

Ability to establish and maintain effective working relationships with City officials, City departmental representatives and subordinate telephone operator and clerical staff.

Ability to resolve service problems and user complaints with a large voice communications service system.

Ability to handle problems and emergency situations calmly and with dispatch.

Ability to operate personal computers and related data processing equipment and systems.

Ability to train employees in voice communications procedures and techniques.

Ability to create, organize, prepare and maintain records and files.

Ability to formulate and set staff shift work schedules.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and four years of experience in customer service or as a call center representative in the communications field.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 31, 1978

REVISED: November 7, 1979
September 10, 1980 (title changed)
October 22, 1981
February 4, 1982
August 17, 1982
January 27, 1984
July 18, 1986
October 30, 2001 (title changed)
January 19, 2011 (title change)

Baltimore City Department of Human Resources

COMMUNICATIONS ASSISTANT

33319

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communications Assistant schedules and coordinates the installation of telephone and related voice communications services and equipment between City agencies and telephone companies. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Communication Services of the Office of the Comptroller, schedules and coordinates the installation, repair and maintenance of telephone and related voice communications services and equipment between City agencies and local and long distance telephone companies.

Receives telephone service, repair and equipment requests from City agencies; answers routine service questions from City agencies; and inputs request into agency database.

Schedules routine service requests between City agencies and vendors; resolves service and installation schedule problems between City agencies and telephone service installers; and verifies that installed services and features are complete and comply with the terms of the service request.

Reviews City user agency bills to ensure all charges are correct and assigned to the proper agency; reviews and confirms vendor billing; prepares documents for vendor payment and reimbursement; and mails service bills to user agencies.

Monitors service requests to ensure timely completion; confirms completion of repair and service requests.

Coordinates with telephone companies to resolve errors or incorrect information in City user agency bills.

Assists Communications Analysts in expediting requests for telephone service and equipment.

Processes the activation or deactivation of wireless communications devices such as pagers and cellular phones; inputs customer records into departmental database; orders wireless equipment for agency; and maintains inventory records of wireless equipment in all City agencies.

Creates voice mailboxes and programs routine changes and deletions for City user agencies; verifies voice mailbox features and services for City user agencies.

Monitors the operation of the voice mail system telephone network and schedules routine maintenance.

Prepares detailed breakdown of telephone charges for City user agencies.

Interprets specific orders and requests for telephone service to telephone service installers.

Compiles weekly reports on service requests, service problems and the status of service work projects.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of voice communications systems, services and billing.

Knowledge of basic accounting practices and procedures.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with City agencies and officials and telephone service providers.

Ability to schedule and coordinate telephone service and equipment installation dates between voice communications service users and providers.

Ability to program routine voice mail services.

Ability to use a personal computer.

Ability to maintain detailed City agency service billing records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in telecommunications billing and processing the activation, deactivation, and programming of communication devices or equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: April 23, 1986

REVISED: October 30, 2001
May 16, 2016

Baltimore City Department of Human Resources

COMMUNICATIONS ANALYST I

33320

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communications Analyst I receives and evaluates installation, repair and maintenance requests for City agencies with large communications systems, multiple scattered sites and central communications systems for telephone and voice communications services and equipment and recommends appropriate systems. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office; however, work may be performed at work sites where occasional exposure to hazardous or uncomfortable working conditions may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Communications Analyst II in that it receives, evaluates and makes recommendations on noncomplex/routine Citywide voice communications services and related equipment for a single City agency.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts agency surveys, receives and analyzes service requests and recommends telephone/voice communications system services and equipment.

Conducts on-site telephone/voice communications inspections in assigned agency to determine and evaluate relocations, new installations, disconnections, up grading and new service needs and requests.

Develops cost estimates for agency on requested telephone/voice communications service and equipment.

Recommends modifications to agency telephone/voice communications service and equipment to ensure their most efficient use.

Acts as liaison between the agency and the Department of Communications Services and telephone companies and vendors; resolves agency problems and complaints with these bodies.

Reviews blueprints and floor plans to determine agency telephone/voice communications system locations and requirements.

May consult with architects and electricians to ensure that agency telephone conduits are positioned in correct locations at new construction or renovation sites.

Receives and responds to agency inquiries for information on existing telephone/voice communications services.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of telephone/voice communications systems, services and equipment.

Knowledge of local telephone companies and their services.

Ability to review and determine agency telephone service and equipment needs.

Ability to develop cost estimates and charges for telephone service and equipment requested by an agency.

Ability to establish and maintain effective working relationships with agency officials and personnel and telephone service providers.

Ability to communicate effectively, both orally and in writing.

Ability to read and interpret blueprints and floor plans.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and three years of experience in telephone/voice communications service planning work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 1986

REVISED: January 16, 2001
October 30, 2001 (title changed)

Baltimore City Department of Human Resources

COMMUNICATIONS ANALYST II

33321

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communications Analyst II evaluates requests from City agencies for telephone/voice communications services and equipment and recommends appropriate systems. Work of this class involves leading other employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office; however, work may be performed at any work site where occasional exposure to hazardous or uncomfortable working conditions may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Communications Analyst I in that it receives, evaluates and makes recommendations on telephone/voice communications services and equipment for all City agencies and leads other employees.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Communications Services in the Office of the Comptroller, conducts surveys, receives and analyzes complex service requests and recommends telephone/voice communications system services and equipment to City agencies.

Reviews repair, maintenance and installation service costs quotes from vendors with user agencies to determine the most cost effective plans for meeting the agency's voice communications needs; reviews and submits vendor bills for payment processing.

Conducts on-site telephone/voice communications inspections of City agencies to evaluate relocations, new installations, disconnections, up grading and new service needs and requests.

Develops cost estimates for City agencies on requested telephone/voice communications services and equipment.

Recommends modifications to City agency voice communications services and equipment requests to ensure the most efficient service provision and interconnectivity with existing systems.

Acts as liaison between City agencies and telephone companies; resolves agency problems and complaints with them.

Reviews agency blueprints and floor plans to determine optimum voice communications system locations and evaluate requirements and interconnectivity with other City agencies.

Programs complex voice mail services as requested by City agencies; programs complex moves, adds and changes in telephone services.

Assigns and reviews the work of subordinate personnel engaged in scheduling telephone/voice communications service and installation dates.

Consults with architects and electricians to ensure that Citywide and local telephone conduits are positioned in correct locations at new construction or renovation sites.

Receives and responds to inquiries from all City agencies for information on existing telephone/voice communications services.

Edits and updates telephone directory information.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and operations of current communications system equipment, design, layout and installation.

Knowledge of local telephone companies and their services.

Skill in reviewing and evaluating agency and intra-agency telephone and communication service and equipment needs.

Ability to develop cost estimates and charges for telephone service and equipment requested by a City agency.

Ability to establish and maintain effective working relationships with all levels of City government personnel and telephone service providers.

Ability to communicate effectively, both orally and in writing.

Ability to read and interpret blueprints and floor plans.

Ability to assign, review and correct the work of subordinate personnel.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the analysis or planning and conducting the design, installation and upgrading of telephone/voice communications systems.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: October 30, 2001

Baltimore City Department of Human Resources

COMMUNICATIONS SPECIALIST

33322

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communications Specialist evaluates, develops, designs and coordinates the installation of communications services and systems. Work of this class involves leading communications analyst employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive general direction from a technical superior. Employees in this class work a conventional workweek and are on-call 24 hours day, 7 days a week. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Department of Communications Services in the Office of the Comptroller, assists the Director of Communications Services in developing and implementing City-wide strategies for new and revised communications services and systems; assists the Director in the evaluation of current communications systems and recommends efficient and cost-effective improvements.

Reviews and evaluates consultant and contractor plans, designs and specifications for communications equipment and systems to ensure compliance with user agency needs and technical requirements.

Serves as project manager for the installation, repair and maintenance of Citywide communications services and systems.

Acts as a liaison between the Department of Communications Services and communications vendors to ensure the compatibility and interoperability of equipment and services with the City's existing computerized infrastructures for voice, data, paging, cellular and related communications systems and services.

Advises City agencies on network designs involving voice and data communications services and systems; reviews agency plans to ensure that they meet agency communications needs.

Analyzes communications network service and systems problems; recommends corrective modifications and solutions.

Participates with superiors and other City departmental technical staff in developing and maintaining diagrams of the City's communications services networks and systems; assists in developing operational policies and procedures for the City's communications services networks and systems.

Assigns and reviews, organizes and schedules the work of subordinate communications analyst staff engaged in installing, repairing, maintaining agency communications systems and billing for agency communications services; may issue verbal reprimands and train employees.

Performs routine communications equipment maintenance, as necessary.

Prepares reports on the operational and activity status of communications services and systems in the City.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, practices and procedures of communications services and systems.

Knowledge of the installation and operation of communications equipment and devices.

Knowledge of protocols and technologies such as SIP, VoIP, QoS, TCIP/IP, Local (LAN) and Wide Area Networks.

Knowledge of IP telephony administration, unified communication and messaging.

Knowledge of cabling and media techniques such as fiber, cat 6 and metro-Ethernet.

Ability to manage E911, PSAP systems and components.

Ability to accomplish a smooth migration of end users from legacy telephone systems to IP telephony.

Ability to evaluate complex communications services and systems for efficiency of service, cost-effectiveness and interoperability with existing systems.

Ability to revise communications services and systems to meet designated communications needs.

Ability to establish and maintain effective working relationships with departmental officials and staff, Information Technology personnel and telecommunications company vendors.

Ability to assign, review and correct the work of subordinate staff.

Ability to communicate effectively, both orally and in writing.

Ability to write detailed narrative reports and schematic plans of communications systems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university with major course work in engineering, communications, information systems, electronics, telecommunications or a closely related field and four years of experience in evaluating, designing, planning, or implementing a comprehensive communications services system involving voice, data, telephone or other related communications systems.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

None.

NOTE: Those eligibles under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 30, 2001

REVISED: July 30, 2015

COMMUNICATION SERVICES ADMINISTRATOR

33323

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Communication Services Administrator participates in directing and coordinating the operations and activities of the Department of Communication Services in the Office of the Comptroller. Work of this class involves supervising postal service and municipal telephone employees.

Incumbents receive general direction from the Director of Communication Services. Employees in this class work a conventional workweek and are on-call 24-hours-a-day, 7-days-a-week. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Communication Services of the Office of the Comptroller, participates in planning, directing and coordinating the activities and operations of the department, which consist of the Municipal Telephone Exchange and the Municipal Post Office.

Develops long and short term strategic plans and goals for City-wide telecommunications systems; develops, reviews and recommends request for proposals on all telecommunications consulting services for the Office of the Comptroller.

Studies and recommends interactive voice systems and new technology advances in interactive, voice or telephone systems for City agencies and the Office of the Comptroller.

Develops internal protocols for the auditing of City government telephone and mail services to ensure accurate expenditure of funds; prepares reports of findings related to City mail and telephone expenditures and cost projections.

Develops, implements and oversees an internal inventory system for the allocation of all City telephone equipment, lines and associated materials and equipment.

Advises the Director of Communication Services on the daily operations, activities, goals and problems of the Municipal Telephone Exchange and the Municipal Post Office.

Directs and coordinates the operations and activities of the Municipal Post Office and its employees engaged in the sorting and routing of City government mail.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate post office employees.

Reviews, revises and implements new policies and procedures for the Municipal Post Office to ensure the timely and most efficient delivery of postal services to the City government.

Oversees the preparation of the Municipal Telephone Directory for the City government.

Researches and proposes new and innovative communication services technology and systems improvements, including cost benefits analysis, for the Office of the Comptroller and on behalf of City agencies.

Acts as a consultant to City agencies on automated call distribution systems, voice message systems and interactive voice response systems; advises City agencies on various data collection strategies for telephone call production and use involving number of lost calls, average call response time, average calls taken by individual employees, units and divisions; advises and makes recommendations to City agencies concerning telephone equipment, number of lines and special communication features and requirements based upon the agency's goals and mission.

Prepares reports and makes presentations to City officials on new telephone and communications systems and technologies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of modern communication services practices, operations and equipment.

Knowledge of the principles and practices of public administration.

Ability to participate in planning, organizing and directing the operations and activities of a complex and large government communication services program involved in the provision of telecommunication and postal services.

Ability to communicate effectively, both orally and in writing.

Ability to write complex reports.

Ability to establish and maintain effective working relationships with others.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and three years of experience in coordinating large and complex communication services activities including telephone operations.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED**:** December 23, 1998

Baltimore City Department of Human Resources

EMERGENCY DISPATCHER

33330

Administrative Division
Management Support Branch
Communications Groups

I CLASS DEFINITION

An Emergency Dispatcher dispatches police units by two-way radio. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. Work is performed in a radio communications station. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Dispatches police units, in accordance with nature of emergency request.

Operates a multi-channel radio transmitter, voice recorder, computer terminal with input keyboard.

Operates teletypewriter and printer to provide printed as well as verbal orders to units for verification purposes.

Maintains computerized updated record of movement, location and involvement of assigned units; maintains log of all calls and action taken.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to use radio communication equipment effectively.

Ability to type.

Ability to respond to emergencies quickly.

Ability to speak distinctly.

Ability to work calmly in stressful situations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in public contact work including one year of experience in operating two-way radio and related communications equipment.

Equivalencies - Equivalent combination of education and experience; one year of experience in police emergency telephone communications work may be substituted for the one year of operating a two-way radio and related communications equipment.

VI. LICENSE, REGISTRATIONS OR CERTIFICATES

Not Applicable.

ADOPTED: October 1, 1986

REVISED: April 16, 1987
June 4, 1990

EMERGENCY DISPATCH SUPERVISOR

33335

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

An Emergency Dispatch Supervisor supervises the receiving and dispatching of emergency police calls. Work of this class involves supervising emergency dispatch workers.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends, and holidays. Work is performed in a radio communications station where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Supervises and participates in receiving and dispatching calls for police assistance.

Monitors work to ensure courteous, calm, accurate dispatches.

Evaluates, disciplines and makes employment recommendations on police emergency dispatchers.

Schedules work assignments.

Trains staff in dispatching procedures, standards and techniques.

Maintains dispatching records and logs.

Answers and resolves public complaints concerning police response.

Updates police dispatching rules, procedures and policies, to meet agency rules and regulations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation of radio communications equipment.

Knowledge of effective procedures for dispatching emergency vehicles and personnel in a wide variety of emergency situations.

Ability to monitor and schedule work.

Ability to maintain records.

Ability to dispatch emergency calls for police assistance.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in operating a two-way radio and related communications equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: February 28, 1990

REVISED: January 19, 1996

Baltimore City Department of Human Resources

TOWING SERVICES REPRESENTATIVE I

33341

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Towing Services Representative I interfaces with customers whose vehicles have been impounded by Baltimore City, verifies and processes documents and provides information to facilitate and expedite return, auction or disposal of vehicle. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends and holidays. Work is performed in an office setting where there are few hazardous conditions but where hostile and irate citizens may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Towing Services Representative II in that it does not involve leading the work of towing services representatives, training or handling complex problems regularly.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Responds by phone and in person to inquiries of customers whose vehicles have been impounded by Baltimore City; provides information to customers to facilitate and expedite return, auction or disposal of vehicle.

Informs customers of required procedures and documents to be completed, signed and authorized in order to release or sign vehicle over to the City for auction or disposal; explains implications of impoundment policies such as daily impoundment fees, restraints on renewing or obtaining vehicle tags and registration due to outstanding impoundment fees.

Reviews official forms such as police reports, towing receipts and inventory control forms for pertinent data related to vehicle impoundment, completeness and consistency; scrutinizes customer documents such as vehicle registration, driver's license and insurance coverage for validity and authenticity.

Determines documentation and procedures required to authorize release, auction or disposal of vehicle based on specific vehicle impoundment circumstances such as abandonment, police action, violation of scofflaws and City ordinances and State laws pertaining to impoundment of vehicles.

Retrieves information from Department of Motor Vehicle database to ascertain the existence of liens on the vehicle or outstanding parking or moving violation tickets.

Processes documentation in compliance with procedures to authorize release, auction or disposal of vehicle; enters vehicle and customer information into database, generates invoice for customer.

Upon receipt of sufficient documentation, returns valuables removed from impounded vehicles to customer.

Responds to citizen claims of theft or damage; photographs damage; reviews police report to determine if items were removed for evidence; and explains forms and procedures for filing claims.

Receives referrals and complaints from the One Call Center, the Police Department and citizens regarding abandoned vehicles; assesses situation and refers call to appropriate City agency or section; enters information into Towing Section's and One Call Center's database systems and monitors status of abandoned vehicle; follows up and contacts other City programs and private vendors to resolve obstacles to abatement of complaint or referral and ensure abatement.

Maintains log of private towing vendor response rate.

Prepares reports and maintains records and files as necessary.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, practices and procedures of customer service.

Knowledge of office practices, procedures and equipment.

Knowledge of common business Windows-based application and software.

Skill in handling irate or hostile customers effectively, tactfully and calmly.

Skill in exercising tact, diplomacy and sound judgement in stressful situations.

Skill in evaluating and comparing basic information on various documents for accuracy and consistency.

Ability to key on a PC terminal keyboard, with speed and accuracy, from diverse source documents and forms according to special or commonly accepted business formats.

Ability to understand, interpret and explain State laws and City ordinances, policies and procedures.

Ability to synthesize data from a variety of sources to determine applicability to specific procedures and regulations.

Ability to communicate clearly and effectively orally.

Ability to establish and maintain effective working relationships with the general public, City employees and co-workers.

Ability to research records manually or utilizing computer.

Ability to access information from various databases.

Ability to operate common Windows-based application software.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience performing public contact work involving customer complaint and problem resolution including data entry or word processing.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 22, 2004

Baltimore City Department of Human Resources

TOWING SERVICES REPRESENTATIVE II

33342

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Towing Services Representative II interfaces with customers whose vehicles have been impounded by Baltimore City, resolves complex problems related to the abatement of abandoned vehicle referrals and resolution of customer complaints and facilitates the return, auction or disposal of vehicles. The work of this class involves leading towing services personnel but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends and holidays. Work is performed in an office setting where there are few hazardous conditions but where hostile or irate citizens may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Towing Services Representative I in that it involves leading towing services representatives, handling complex problems regularly and training staff.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Towing Section of the Department of Transportation monitors, reviews and corrects the work of towing services representatives engaged in: responding to inquiries of customers whose vehicles have been impounded by Baltimore City, facilitating the return, auction or disposal of vehicles, responding to and abating abandoned vehicles incident referrals and handling customer problems.

Responds to customer complaints not resolved by subordinates; assesses and determines compliance with procedures utilized in the return, auction or disposal of vehicle and fees charged; resolves problems and adjusts fees if warranted.

Develops and maintains record of unit's activities and assesses data, including number of vehicles returned to owner, released for auction or disposal, abandoned vehicle referrals and abatement occurrences and responsiveness.

Prepares statistical reports accounting for unit activity, identifying trends and recommending adjustments to policies and procedures to improve operational timeliness, accuracy, completeness and accountability.

With superior, assesses unit activity and identifies areas needing improvement; develops and provides training to address deficiencies.

Informs customers of required procedures and documents to be completed, signed and authorized in order to release or sign vehicle over to the City for auction or disposal; explains implications of impoundment policies such as daily impoundment fees, restraints on renewing or obtaining vehicle tags and registration due to outstanding impoundment fees.

Reviews official forms such as police reports, towing receipts and inventory control forms for pertinent data related to vehicle impoundment, completeness and consistency; scrutinizes customer documents such as vehicle registration, driver's license and insurance coverage for validity and authenticity.

Determines documentation and procedures required to authorize release, auction or disposal of vehicle based on specific vehicle impoundment circumstances such as abandonment, police action, violation of scofflaws and City ordinances and State laws pertaining to impoundment of vehicles.

Retrieves information from Department of Motor Vehicle database to ascertain the existence of liens on the vehicle or outstanding parking or moving violation tickets.

Processes documentation in compliance with procedures to authorize release, auction or disposal of vehicle; enters vehicle and customer information into database, generates invoice for customer.

Upon receipt of sufficient documentation, returns valuables removed from impounded vehicles to customer.

Responds to citizen claims of theft or damage; photographs damage; reviews police report to determine if items were removed for evidence; and explains forms and procedures for filing claims.

May perform financial reconciliations for a shift.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State laws and Baltimore City ordinances pertaining to impoundment of vehicles.

Knowledge of customer service practices and procedures.

Knowledge of office practices, procedures and equipment.

Knowledge of common business Window-based application and software.

Knowledge of computerized data entry.

Skill in handling irate or hostile customers effectively, tactfully and calmly.

Skill in exercising tact, diplomacy and sound judgement in stressful situations.

Skill in evaluating and comparing basic information on various documents for accuracy and consistency.

Ability to synthesize the data from a variety of sources to determine applicability to specific procedures and regulations.

Ability to communicate clearly and effectively orally and in writing.

Ability to establish and maintain effective working relationships with the general public, City employees and co-workers.

Ability to research records manually or utilizing computer.

Ability to access information from various databases.

Ability to operate common Window-based business application software.

Ability to understand, interpret, explain and ensure compliance with State laws and City ordinances, policies and procedures.

Ability to monitor, review and correct the work of others.

Ability to assess work of others and identify areas of deficiency.

Ability to develop, recommend and implement training.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience performing public contact work involving resolution of vehicle impoundment related complaints and problems including data entry or word processing.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 22, 2004

Baltimore City Department of Human Resources

911 OPERATOR

33351

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A 911 Operator operates emergency telephone equipment and answers emergency 911 telephone calls for assistance from the general public. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where high mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of 911 Lead Operator in that it does not involve assigning, reviewing and correcting the work of emergency communications personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives and answers routine 911 emergency telephone calls for emergency assistance from the public.

Enters emergency data into the computer terminal such as name, address, nature of problem, telephone number, location of trouble, date, time, incident codes, and other information pertinent to the emergency.

Gives post-dispatch and pre-arrival instructions to 911 callers for medical and fire emergencies.

Evaluates and determines the nature of calls and in emergencies amplifies calls for review by police or fire dispatchers.

May refer callers to other appropriate agencies.

May explain certain aspects of the law to the public.

Operates computer terminal to obtain information for relay to police officers or fire personnel and transmits teletype messages; reviews messages for content and format before transmission.

Records updated information in logbooks in regard to street-post numbers, fire and police regulations, phone calls and various emergency agencies and phone numbers.

Answers and processes requests for emergency help from deaf-mute citizens via teletype (TTY) with a telephone coupler.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Ability to deal with the public effectively, tactfully and calmly in emergency situations.

Ability to speak clearly and concisely in English.

Ability to exercise tact, diplomacy and sound judgement in dealing with emergency situations.

Ability to record data accurately within limited time periods.

Ability to operate computer terminals and keyboards.

Ability to type or key stroke with speed and accuracy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate, one year of experience in public contact work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees hired after June 1, 2011 into this class, must obtain and maintain certification as an Emergency Medical Dispatcher and Emergency Fire Dispatcher through the certification body used by the Baltimore City Police Department as a condition of their continued employment.

In the event of changes in the standards of certification requirements, current employees in this class must maintain required certifications as an Emergency Medical Dispatcher and Emergency Fire Dispatcher as a condition of continued employment with the Baltimore City Police Department.

NOTE: Candidates for positions in this class will be fingerprinted and must undergo Federal, State and Local fingerprint checks and a background investigation.

Candidates must pass physical, psychological and drug tests.

Competency in keyboard accuracy and speed may be examined at time of interview.

ADOPTED: June 13, 1979

REVISED: June 16, 1980
July 2, 1982
November 29, 1982 (title changed)
August 31, 1983
September 29, 1983 (title changed)
April 27, 1984
September 2, 1988
April 3, 1998
April 5, 2001
October 24, 2001 (title changed)
April 15, 2002
June 17, 2011 (certification)

Baltimore City Department of Human Resources

911 LEAD OPERATOR

33352

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A 911 Lead Operator assigns, reviews and corrects the work of 911 Operators answering emergency 911 telephone calls. The work of this class involves leading 911 Operators but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where high mental pressure and stress may be encountered at times. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of 911 Operator in that it involves assigning, reviewing and correcting the emergency call work of subordinate 911 Operators.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews and corrects the work of 911 Operators by monitoring the answering of emergency calls and providing assistance with difficult calls.

Receives and answers complex or unusual 911 emergency telephone calls for emergency assistance from the public.

Enters emergency data into the computer terminal such as name, address, nature of problem, telephone number, location of trouble, date, time, incident codes and other information pertinent to the emergency.

Evaluates and determines the nature of calls and, in emergencies, amplifies calls for review by police and or fire dispatchers.

May refer callers to other appropriate City agencies.

Gives post-dispatch and pre-arrival instructions to 911 callers for medical and fire emergencies.

May explain certain aspects of the law to the public.

Operates computer terminal to obtain information for relay to police officers and fire dispatchers; transmits teletype messages; reviews messages for content and format before transmission.

Records updated information in logbooks in regard to street-post numbers, fire and police regulations, phone calls and various emergency agencies and phone numbers.

Serves as a 911 Operator Supervisor, when necessary.

Answers and processes requests for emergency help from deaf-mute citizens via teletypewriter (TTY) with a telephone coupler.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Ability to deal with the public effectively, tactfully and calmly in emergency situations.

Ability to speak clearly and concisely in English.

Ability to exercise tact, diplomacy and sound judgement in dealing with emergency situations.

Ability to record data accurately within limited time periods.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

Ability to assign, review and correct the work of 911 Operators.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate, two years of experience in public contact work including one year as a 911 Operator in Baltimore City.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees hired after June 1, 2011 into this class, must obtain and maintain certification as an Emergency Medical Dispatcher and Emergency Fire Dispatcher through the certification body used by Baltimore City as a condition of their continued employment.

In the event of changes in the standards of certification requirements, current employees in this class must maintain required certifications as an Emergency Medical Dispatcher and Emergency Fire Dispatcher as a condition of continued employment with City of Baltimore 911.

NOTE: Candidates for positions in this class will be fingerprinted and must undergo Federal, State and Local fingerprint checks and a background investigation.

Candidates must pass physical, psychological and drug tests.

Competency in keyboard accuracy and speed may be examined at time of interview.

ADOPTED: October 5, 1983

REVISED: April 27, 1984
September 7, 1988
April 3, 1998
April 5, 2001
October 24, 2001 (title changed)
April 15, 2002
June 17, 2011 (certification)
October 29, 2019

Baltimore City Department of Human Resources

911 OPERATOR SUPERVISOR

33355

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A 911 Operator Supervisor coordinates and directs emergency 911 call activities. Work of this class involves supervising subordinate emergency communications personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where high mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate communications personnel; approves leave and establishes records for inclusion in subordinate personnel files.

Trains new personnel on 911 emergency telephone communications procedures, standards and techniques.

Answers and resolves public complaints concerning 911 emergency telephone communications service and personnel.

Monitors subordinate 911 Operators' and 911 Lead Operators' calls to insure calls are answered courteously, calmly, accurately and with dispatch.

Schedules shift work assignments for subordinate personnel.

Gives post-dispatch and pre-arrival instructions to 911 callers for medical and fire emergencies.

Receives and answers complex or unusual emergency telephone calls for emergency assistance from the public and assists subordinate personnel in answering routine calls when a call-system overload occurs.

Updates 911 emergency telephone communications rules, procedures and policies when new departmental standards and regulations are revised.

Reviews and authorizes the dispatching of departmental teletype messages.

Periodically checks telephone lines and channels to insure that the pertinent equipment is working properly.

Maintains appropriate records and logs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to deal with the public effectively, tactfully and calmly in emergency situations.

Ability to speak clearly and concisely in English.

Ability to exercise tact, diplomacy and sound judgement in dealing with emergency situations.

Ability to record data accurately within limited time periods.

Ability to maintain records.

Ability to form effective working relationships with others.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in public contact work including two years of experience as a 911 Lead Operator in Baltimore City.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees hired after June 1, 2011 into this class, must obtain and maintain certification as an Emergency Medical Dispatcher and Emergency Fire Dispatcher through the certification body used by Baltimore City as a condition of their continued employment.

In the event of changes in the standards of certification requirements, current employees in this class must maintain required certifications as an Emergency Medical Dispatcher and Emergency Fire Dispatcher as a condition of continued employment with City of Baltimore 911.

NOTE: Candidates for positions in this class will be fingerprinted and must undergo Federal, State and Local fingerprint checks and a background investigation.

Candidates must pass physical, psychological and drug tests.

Competency in keyboard accuracy and speed may be examined at time of interview.

ADOPTED: October 5, 1983

REVISED: April 27, 1984
February 1, 1985 (title changed)
April 5, 2001
October 24, 2001 (title changed)
June 17, 2011 (certification)
October 29, 2019

Baltimore City Department of Human Resources

CALL CENTER TRAINEE

33360

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Trainee learns to receive and process telephone calls from the general public requesting government services or information and non-emergency police calls and to prepare police reports. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a rotating shift including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where some mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the One Call Center of the Mayor's Office of Information Technology, receives training and instruction in receiving telephone calls from the general public for the purpose of obtaining city services or information.

Receives instruction in how to determine what type of 250 different kinds of service is being requested and what service is available to successfully handle it.

Receives training and instruction in receiving and handling non-emergency police calls and preparing police reports.

Enters caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the central agency system database.

Furnishes callers with ID reference number for their service requests and work orders for follow-up status request inquiries.

Advises repeat callers of the projected service and time completion status of their requests.

Makes queries of central database for information on individual service requests; checks database for duplicate service orders on same request.

Assists the general public with walk-in service and information requests.

Transfers calls for fire or emergency assistance to the Police and Fire Departments.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Skill in the operation of basic Window-type applications

Ability to deal with the public effectively, tactfully and calmly.

Ability to speak clearly and concisely in English.

Ability to exercise tact, diplomacy and sound judgement in dealing with sensitive and high stress situations.

Ability to establish and maintain effective working relationships with the general public, city employees and shift work staff.

Ability to record data accurately within limited time periods.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Eligibles under consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and pass a fingerprint and background investigation by the Baltimore City Police Department.

ADOPTED: June 26, 2002
REVISED: August 19, 2005
December 6, 2006 (title change)

Baltimore City Department of Human Resources

CALL CENTER AGENT I

33361

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Agent I receives and processes telephone calls from the general public requesting government services or information and non-emergency police calls and prepares police reports. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where some mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Call Center Agent II in that it does not involve assigning, reviewing and correcting the work of customer service agent personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the One Call Center of the Mayor's Office of Information Technology, receives telephone calls from the general public for the purpose of obtaining City services or information; receives and handles non-emergency police calls and prepares police reports; transfers calls for fire or emergency assistance to the Police and Fire Departments.

Determines what type of 250 different kinds of service is being requested and what services are available to successfully handle it.

Enters caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the agency central system database.

Furnishes callers with ID reference number for their service requests and work orders for follow-up status request inquiries.

Advises repeat callers of the projected service and time completion status of their requests.

Assists the general public with walk-in service and information requests.

Makes queries of central database for information on individual service requests; checks database for duplicate service orders on same request.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Skill in the operation of basic Window-type applications.

Skill in dealing with the public effectively, tactfully and calmly.

Skill in exercising tact, diplomacy and sound judgement in sensitive or stressful situations.

Skill in recording data accurately within limited time periods.

Ability to speak clearly and concisely in English.

Ability to establish and maintain effective working relationships with the general public, City employees and shift work staff.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and one year of experience as a Call Center Trainee or two years of experience as a Call Center Representative in a "Call Center" environment including the operation of a computer terminal for the purpose of data entry or work processing.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and pass a fingerprint and background investigation by the Baltimore City Police Department.

ADOPTED: June 26, 2002
REVISED: January 13, 2004
August 19, 2005 December 6, 2006 (title change)

Baltimore City Department of Human Resources

CALL CENTER AGENT II

33362

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Agent II assigns, reviews and corrects the work of Call Center Agent I's and Trainees receiving and processing telephone calls from the general public requesting government services or information**;** receiving non-emergency police calls and preparing police reports. The work of this class involves leading Call Center Agent I's and Trainees but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a rotating shift including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where some mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Call Center Agent I in that it involves assigning, reviewing and correcting the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the One Call Center of the Mayor's Office of Information Technology, assigns, reviews and corrects the work of Call Center Agents.

Receives telephone calls from the general public for the purpose of obtaining City services or information; deciphers, interprets and understands complex requests for City services or information; receives and handles non-emergency police calls and prepares police reports; assists Call Center Agent I's and Trainees in handling complex requests and difficult callers.

Determines what type of 250 different kinds of service is being requested and what services are available to successfully handle it.

Enters caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the agency central system database.

Furnishes callers with ID reference number for their service requests and work orders for follow-up status request inquiries.

Verifies customer complaints and forwards same to appropriate agencies for resolution; follows-up on customer service requests and/or inquiries not resolved; closes out service requests.

Advises repeat callers of the projected service and time completion status of their requests.

Makes queries of central database for information on individual service requests; checks database for duplicate service orders on same request.

Maintains attendance records on shift employees.

Assists the general public with walk-in service and information requests.

Transfers calls for fire or emergency assistance to the Police and Fire Departments.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Skill in the operation of basic Window-type applications.

Skill in dealing with the public effectively, tactfully and calmly.

Skill in exercising tact, diplomacy and sound judgement in sensitive or stressful situations.

Skill in recording data accurately within limited time periods.

Ability to decipher, interpret and understand complex requests for City services or information.

Ability to speak clearly and concisely in English.

Ability to establish and maintain effective working relationships with the general public, City employees and shift work staff.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

Ability to assign, review and correct the work of Call Center Agent I’s and Trainees.

Ability to maintain records.

Ability to analyze problems.

Ability to create and analyze reports.

Ability to adjust staffing needs based on productivity and/or operational needs.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and one year of experience in the class of Call Center Agent I or three years of experience as a Call Center Representative in a "Call Center" environment including the operation of a computer terminal for the purpose of data entry or word processing.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 2002

REVISED: January 13, 2004
August 19, 2005
December 6, 2006 (title change)
June 11, 2009 (language change)
July 15, 2009

Baltimore City Department of Human Resources

CALL CENTER SUPERVISOR

33365

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Supervisor evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate customer service agent personnel. The work of this class involves supervising customer service agent and clerical staff.

Incumbents receive general supervision from an administrative superior. Employees in this class work a rotating shift including weekends and legal holidays. Work is performed in an office where there are few hazardous conditions but where some mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the One Call Center of the Mayor's Office of Information Technology, on an assigned shift, directs and coordinates the work of customer service agent staff engaged in receiving and processing telephone calls from the general public for the purpose of obtaining City services or information; receiving and processing non-emergency police calls and preparing police reports.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of customer service agent personnel.

Investigates and resolves customer service complaints from the general public and City agencies; resolves related work and operational problems.

Plans and schedules staff work assignments.

Performs special projects as directed by superiors.

Recommends procedural and operational changes to superiors.

Receives telephone calls from the general public for the purpose of obtaining City services or information**;** receives and handles non-emergency police calls and prepares reports; deciphers, interprets and understands complex requests for City services or information; assists call center agents in handling complex requests and difficult callers.

Determines what type of 250 different kinds of service is being requested and what services are available to successfully handle it.

Enters caller information such as name, address, phone number, nature of request, etc., onto a data questionnaire form in the agency central system database.

Furnishes callers with ID reference number for their service requests and work orders for follow-up status request inquiries.

Advises repeat callers of the projected service and time completion status of their requests.

Organizes and oversees the training of new employees in the proper use of communications and computer equipment and the implementation of program policies and procedures; trains program employees in revised policies and procedures.

Monitors the operation and maintenance of telephone and computer equipment.

Compiles statistical reports, as necessary.

Makes queries of central database for information on individual service requests; checks database for duplicate service orders on same request.

Oversees the maintenance of attendance records on shift employees.

Assists the general public with walk-in service and information requests.

Transfers calls for fire or emergency assistance to the Police and Fire Departments.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the practices and procedures of computerized data entry.

Skill in the operation of basic Window-type applications.

Skill in dealing with the public effectively, tactfully and calmly.

Skill in exercising tact, diplomacy and sound judgement in sensitive or stressful situations.

Skill in recording data accurately within limited time periods.

Ability to recommend revisions and changes to operational policies and procedures.

Ability to decipher, interpret and understand complex requests for City services or information.

Ability to speak clearly and concisely in English.

Ability to establish and maintain effective working relationships with the general public, City employees and shift work staff.

Ability to operate computer terminals and keyboards.

Ability to type or stroke with speed and accuracy.

Ability to compile and maintain records and reports.

Ability to train new employees.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and three years of experience as a Call Center Representative in a "Call Center" environment including operating a computer terminal for the purpose of data entry or word processing and including one year of lead work experience in assigning, reviewing and correcting the work of subordinate customer service representative staff.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and to pass a fingerprint and background investigation by the Baltimore City Police Department.

ADOPTED: June 26, 2002

REVISED: January 13, 2004
August 19, 2005
December 6, 2006 (title change)

Baltimore City Department of Human Resources

CALL CENTER OPERATIONS MANAGER

33366

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Operations Manager oversees the activities of a City emergency or non-emergency call taking or dispatch section in the City's centralized One Call Center facility. That facility receives, processes and dispatches emergency services in response to public calls for emergency and non-emergency police assistance, information and requests for a wide range of government services and ensures that operational efficiencies, goals and objectives are met. The work of this class involves directing the activities of call-taking or dispatch sections through subordinate supervisors.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a workweek that includes shift, weekend and holiday hours; subject to call-back and to work extended shifts as required. Work is performed in an office where there are few hazardous conditions but where some mental pressure and stress may be encountered at times. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Call Center Supervisor in that it is a second-level supervisor, overseeing the operations of a 311, 911 or emergency dispatch section through subordinate supervisors and performs a wide range of administrative functions in ensuring that the goals and objectives are met.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Oversees and coordinates, through subordinate supervisors, the operations and activities of a 311, 911 or emergency dispatch section providing responses to citizen emergency or non-emergency police calls or general requests for City services and information.

Assigns and reviews work assignments, evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit supervisors.

Studies and observes workflow, staff patterns, policies and administrative and operational procedures to identify problems and increase operational efficiency; researches industry best practices and recommends and details proposed changes and implementation plans to superiors

Reviews and implements administrative policies and procedures; monitors to ensure compliance.

Researches, analyzes and prepares statistical and narrative reports, studies and analyses on section operations; tracks Automated Call Distributor (ACD), Computer Aided Dispatch (CAD) operations and performance measures such as volume, length of call, calls dropped and staff productivity.

Responds to and resolves complex or sensitive administrative and customer service problems.

Serves as liaison between the Call Center and such user agencies as Fire, Police and Public Works to coordinate operations, improve accuracy and efficiency, update scripts and resolve problems.

Oversees, monitors, reviews and evaluates the performance and operation of telephone, radio and computerized equipment and systems; ensures that operating problems are referred to the proper authority to ensure that they are addressed and resolved with little disruption to operations.

Reassigns subordinate staff between work-shifts to cover public peak workload demands.

Monitors and oversees the maintenance of security and safety operations and procedures.

May represent the Call Center at meetings with government officials, citizen and community groups and professional organizations.

Reviews and approves employee attendance records; counsels employees on their work performance and attendance record; establishes tracking systems to ensure that attendance policies are complied with and that staff receive regular training and maintain current certifications; activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of emergency, non-emergency or customer service telecommunications and dispatching systems, operations and current industry best practices.

Knowledge of the practices and procedures of computerized data entry.

Knowledge of computer aided dispatch systems, automated call distribution systems, telephone and radio equipment and consoles, monitoring equipment and related telecommunications equipment.

Skill in identifying, interpreting and applying guidelines to complex emergency and non-emergency police and customer service calls.

Skill in utilizing ADC or related equipment and computers to retrieve, record and monitor data from internal and local, state and national public safety data bases.

Skill in the analysis, identification and interpretation of productivity and logistic statistics, operating policies, practices, protocols and procedures to identify trends and correct inefficiencies.

Ability to research, formulate and revise administrative policies and procedures for a large centralized government emergency, non-emergency and customer service telecommunications operation.

Ability to establish and maintain effective working relationships with the public, officials, and others.

Ability to remain calm and tactful and respond quickly, effectively and with sound judgment to sensitive and volatile situations.

Ability to speak clearly and concisely in English.

Ability to research and analyze and to prepare written and oral statistical and narrative reports.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university and five years of experience in receiving and responding to emergency, non-emergency or customer service calls in a high-volume call center for a large public or private institution, including one year of such supervisory duties as evaluating the performance, disciplining and recommending the hiring, firing and promoting of staff.

Equivalencies: - One year of additional supervisory experience in an emergency, non-emergency or customer service call center may be substituted for each year of the bachelor degree requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Within one year of hire, employees must obtain and maintain current certification as an Emergency Medical Dispatcher and Emergency Fire Dispatcher through the certification body used by the Baltimore City Police Department and current CPR Certification as a condition of continued employment.

In the event of changes in the standards of certification requirements, current employees in this class must obtain and maintain required certifications as an Emergency Medical Dispatcher and Emergency Fire Dispatcher as a condition of continued employment with the Mayor's Office of Information Technology.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and to pass a Federal, State and Local fingerprint and background investigation by the Baltimore City Police Department.
Candidates must pass physical, psychological and drug and alcohol tests.

ADOPTED: December 21, 2011

Baltimore City Department of Human Resources

CALL CENTER OPERATIONS ADMINISTRATOR

33367

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Call Center Operations Administrator oversees the activities of the City's centralized One Call Center facility. The facility processes and dispatches services in response to calls received for emergency and non-emergency police assistance, requests for general information and the delivery of a wide range of government services. The work of this class involves directing the activities City emergency and non-emergency call taking and dispatch sections through subordinate supervisors.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Call Center Operations Manager in that it oversees the operation of the City's centralized One Call Center, which includes the 311, 911 and emergency dispatch sections through subordinate supervisors and performs a wide range of administrative functions in ensuring that the goals and objectives are met.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Oversees and coordinates, through subordinate supervisors, the operations and activities of the 311, 911 and emergency dispatch sections that provide responses to citizen emergency and/or non-emergency police calls or general requests for City services and information.

Studies and observes workflow, staffing patterns, policies and administrative and operational procedures to identify problems and increase operational efficiency; researches industry best practices and recommends and details proposed changes and implementation plans to superiors.

Prepares and monitors the program's operating budget, writing budgetary reports and presentation of the budget to management and legislative bodies for approval.

Reviews and implements administrative policies and procedures; monitors to ensure compliance.

Researches, analyzes and prepares statistical and narrative reports, studies and analyses on facility operations; manages the technology systems and resources for the facility; designs public safety response plans and algorithms.

Responds to and resolves complex and/or sensitive administrative and customer service problems.

Serves as a liaison between the One Call Center and such user agencies as Fire, Police and Public Works to coordinate operations, improve accuracy and efficiency, update scripts and resolve problems.

Oversees, monitors, reviews and evaluates the performance and operation of telephone, radio and computerized equipment and systems; ensures that operating problems are referred to the proper authority to ensure that they are addressed and resolved with little disruption to operations.

Monitors and oversees the maintenance of security and safety operations and procedures.

May represent the One Call Center at meetings with government officials, citizen and community groups and professional organizations.

Assigns and reviews work assignments, evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate supervisors and team members.

Reviews and approves employee attendance records; counsels employees on their work performance and attendance record; establishes tracking systems to ensure that attendance policies are complied with and that staff receive regular training and maintain current certifications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of emergency, non-emergency or customer service telecommunications and dispatching systems, operations and current industry best practices.

Knowledge of the practices and procedures of computerized data entry.

Knowledge of computer aided dispatch systems, automated call distribution systems, telephone and radio equipment and consoles, monitoring equipment and related telecommunications equipment.

Skill in identifying, interpreting and applying guidelines to complex emergency, non-emergency and customer service calls.

Skill in the analysis, identification and interpretation of productivity and logistic statistics, operating policies, practices, protocols and procedures to identify trends and correct inefficiencies.

Ability to research, formulate and revise administrative policies and procedures for a large centralized government emergency, non-emergency and customer service telecommunications operation.

Ability to establish and maintain effective working relationships with the public, officials, and others.

Ability to remain calm and tactful and respond quickly, effectively and with sound judgment to sensitive and volatile situations.

Ability to compile financial and operational data and to analyze charts reports and statistical and budgetary statements.

Ability to develop, implement and interpret policies and procedures.

Ability to supervise and coordinate the activities of various organizational units.

Ability to research and analyze and to prepare written and oral statistical and narrative reports.

Ability to speak clearly and concisely in English.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university and five years of experience in receiving and responding to emergency, non-emergency or customer service calls in a high-volume call center for a large public or private institution, including two years of such supervisory duties as evaluating the performance, disciplining and recommending the hiring, firing and promoting of staff.

Equivalencies: - One year of additional supervisory experience in an emergency, non-emergency or customer service call center may be substituted for each year of the bachelor's degree requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

None.

NOTE: Those eligibles that are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information and to pass a Federal, State and Local fingerprint and background investigation by the Baltimore City Police Department. Candidates must pass physical, psychological and drug and alcohol tests.

ADOPTED: June 26, 2002
ABOLISHED: July 23, 2008
RE-ADOPTED: September 25, 2013 (Title Changed)

Baltimore City Department of Human Resources

RADIO DISPATCHER I

33371

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Radio Dispatcher I ensures that passengers and materials are transported in a timely manner by establishing routes, scheduling vehicles and dispatching drivers by means of a two-way base radio and the telephone. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, however positions in some agencies are required to work a rotating shift to provide 24-hour coverage, seven days per week. Work is performed in an office setting where the employee is not exposed to uncomfortable environmental or hazardous working conditions. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Prepares route maps and time schedules for regularly assigned pick-ups and deliveries.

Schedules individual pick-up and delivery of personnel, animals or materials.

Dispatches vehicles by use of a two-way base radio and the telephone.

Oversees the timely delivery of materials or transport of personnel through direct contact with drivers or supervisors.

Maintains logs and prepares periodic reports; monitors the preparation of vehicle records and reports.

Receives and resolves complaints from user agencies and the public concerning services.

May monitor transportation related contractual services.

May be required to drive vehicles in case of emergency or shortage of staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City street locations.

Knowledge of basic Federal Communications Commission rules and regulations.

Ability to read maps.

Ability to develop efficient vehicle routes and schedules.

Ability to operate a two-way base radio and related communications equipment.

Ability to speak clearly and concisely.

Ability to establish and maintain effective working relationships.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in dispatching or driving vehicles.

Equivalencies - Equivalent combination of education and experience. Experience as a Laborer, Office Assistant or Data Entry Operator in the operation of a two-way base radio and related equipment may be substituted on a year for year basis for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class may require a valid Maryland Class C Noncommercial or equivalent out-of-state driver's license acceptable to the Office of Risk Management.

ADOPTED: August 20, 1986

REVISED: November 24, 1986

RADIO DISPATCHER II

33372

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Radio Dispatcher II ensures prompt response by repair crews or emergency vehicles by utilizing a two-way base radio, telephone and related communications equipment to resolve citizen complaints or calls for assistance. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift to provide 24-hour coverage, seven days a week. Work is performed in an office setting where the employee seldom encounters uncomfortable environmental or hazardous working conditions. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Radio Dispatcher I in that it involves the operation of a wide range of communications equipment and a higher potential for dealing with emergency situations.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of the following examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives a wide variety of work orders, service requests, complaints and inquiries regarding City services; determines appropriate action to be taken.

Dispatches repair crews, supervisors and emergency vehicles to work site in response to requests.

Maintains logs of inquiries and work orders; follows up on resolutions.

May operate teletype or related equipment to relay messages to outlying offices.

Monitors radio channels to enforce Federal Communications Commission rules and regulations; notes malfunctioning equipment, refers for repair.

Operates and monitors CRT and peripheral equipment to monitor computerized traffic control systems update files or research data.

Completes interdepartmental work orders.

Researches addresses; gives directions to work crews or citizens as required.

Assists in training personnel in the proper use of equipment and established procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal Communications Commission rules and regulations.

Knowledge of City street locations.

Skill in the operation of two-way base radios and related communications equipment.

Ability to speak clearly and concisely.

Ability to read maps.

Ability to establish and maintain effective working relationships.

Ability to perform under high stress situations.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in operating a two-way base radio and related communications equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class may require a valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: August 20, 1986

REVISED: June 9, 1997 (license changed)

Baltimore City Department of Human Resources

RADIO DISPATCHER SUPERVISOR

33375

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Radio Dispatcher Supervisor plans and coordinates the work of radio dispatchers operating two-way base radio, telephone and related communications equipment and resolves public complaints and inquiries concerning City services. Work of this class involves supervising subordinate radio dispatcher personnel.

Incumbents receive general supervision from a technical superior. Employees in this class may be required to work a rotating shift to ensure coverage on a 24-hour, seven-day basis. Work is performed in an office setting where the employee seldom encounters uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate radio dispatchers.

Plans and schedules work assignments and resolves work problems.

Receives a wide variety of work orders, service requests, complaints or inquiries regarding City services; determines appropriate action to be taken; refers to available resources to answer inquiries.

Dispatches repair crews, supervisors and emergency vehicles to work sites in response to requests.

Investigates complaints; researches special projects.

Follows up on dispatched or referred complaints to ensure their proper resolution.

Operates a teletype or similar equipment to relay messages and information.

Maintains a log of inquiries and work orders; updates logs following resolution.

Monitors radio channels to enforce the Federal Communications Commission's rules and regulations; notes malfunctioning equipment; refers for repair.

Completes interdepartmental work orders.

Monitors the operations of communications and computerized traffic control systems by means of CRTs and peripheral equipment.

Recommends procedural changes.

Maintains personnel records.

Organizes the training of personnel in the proper use of equipment and established procedures.

Compiles statistical reports as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal Communications Commission rules and regulations.

Knowledge of the operation of communications equipment.

Skill in the operation of communications equipment.

Ability to compile and maintain records and reports.

Ability to train new employees.

Ability to enforce Federal Communications Commission rules and regulations.

Ability to establish and maintain effective working relationships with others.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in operating two-way base radio and related communication equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 20, 1986

Baltimore City Department of Human Resources

POLICE INFORMATION TECHNICIAN

33381

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Police Information Technician utilizes a computer terminal to inquire, enter, clear, cancel and locate criminal and police records information to respond to inquiries by Police Officers and other appropriate law enforcement personnel and agencies. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work rotating shifts to provide evening and weekend coverage. Work is performed in an office where employees may be exposed to minor discomforts associated with video display terminals. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Operates computer terminal to inquire, enter, clear, cancel and locate criminal warrant information to respond to inquiries from Police Officers and other appropriate local, state and federal law enforcement agencies received by telephone, computer and teletype; utilizes the automated Maryland Electronic Telecommunications Enforcement Resource System (METERS) which includes Motor Vehicle Administration computer files, Maryland Offender Based Criminal Identification System III, National Law Enforcement Telecommunication System and other reference materials using National Crime Information Center codes.

Maintains manual files on vehicles and missing persons and audits them periodically; searches manual files for open warrants, ensuring the validity of the warrant; purges juvenile files of those individuals who have reached the age of majority.

Accesses computer files in response to requests; may disseminate information or printed reports.

Revises or deletes data and existing files and records with proper authorization.

Revises or deletes data and existing files and records with proper authorization.

Transcribes information from source documents into complex codes for entry into computer, utilizing one or more reference manuals.

Transcribes information from source documents into complex codes for entry into computer, utilizing one or more reference manuals.

Sets up, adjusts and operates printers, optic scanners and related peripheral equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of computerized data entry.

Knowledge of the automated National Crime Information Center, Maryland Electronic Telecommunications Enforcement Resource System (METERS) and other systems used in the Baltimore Police Department.

Skill in the operation of computer terminals, printers and related peripheral equipment.

Ability to verify and correct data entry errors.

Ability to refer to a multiple number of reference materials accurately and in a timely manner.

Ability to exercise discretion and independent judgement in handling sensitive or confidential material.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in the operation of computer terminals for data entry and successful completion of a required two-day Maryland State training course in the automated National Crime Information Center System within the first six months of employment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not applicable.

NOTE: Failure to complete the required two-day training course within the first six months of hire, at no fault of the agency, will result in grounds for termination.

ADOPTED: May 23, 1996
April 28, 2004 (license change)
May 18, 2022

Baltimore City Department of Human Resources

POLICE INFORMATION LEAD TECHNICIAN

33382

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Police Information Lead Technician assigns and reviews the work of subordinate police information technicians and community service officers on a shift and utilizes a computer terminal to inquire, enter, clear, cancel and locate criminal and police records information to respond to inquiries by Police Officers and other appropriate law enforcement personnel and agencies. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class are required to work rotating shifts to provide evening and weekend coverage. Work is performed in an office where employees may be exposed to minor physical discomforts associated with video display terminals. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the work of subordinates; may be responsible for overseeing the work on a rotating shift; plans, organizes and schedules office work loads; trains new employees in operation and procedures.

Operates computer terminal to inquire, enter, clear, cancel and locate criminal warrant information to respond to inquiries from Police Officers and other appropriate local, state and federal law enforcement agencies received by telephone, computer and teletype; utilizes the automated Maryland Interagency Law Enforcement System which includes Motor Vehicle Administration computer files, Maryland Offender Based Criminal Identification System III, National Law Enforcement Telecommunication System and other reference materials using National Crime Information Center codes.

Reviews police reports for completeness; organizes, distributes and maintains work and production records.

Oversees the maintenance and audits of manual files on vehicles and missing persons; directs the purge of juvenile files of those individuals who have reached the age of majority.

May access and merge data from external computer system into Baltimore Police record files.

Accesses computer files in response to requests; may disseminate information or printed reports.

Transcribes information from source documents and computerized inquiries into complex codes for entry into computer, utilizing one or more reference manuals.

Confers with originators of documents or inquiries to clarify instructions or questionable data.

Sets up, adjusts and operates printers, bursters, and related peripheral equipment.

Resolves operating problems and enters system to correct entry errors.

May perform related office support work such as formatting.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of computerized data entry.

Knowledge of the automated National Crime Information Center, Maryland Interagency Law Enforcement, the National Law Enforcement Telecommunication systems and other systems used in the Baltimore Police Department.

Skill in the operation of computer terminals, printers and related peripheral equipment.

Ability to review and make corrections to entered material.

Ability to plan, organize and schedule office workloads.

Ability to refer to a multiple number of reference materials accurately and in a timely manner.

Ability to exercise discretion and independent judgement in handling sensitive or confidential material.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the operation of computer terminals for data entry and successful completion of a required two-day Maryland State training course in the automated National Crime Information Center System.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: May 23, 1996
April 28, 2004 (license change)

Baltimore City Department of Human Resources

POLICE INFORMATION TECHNICIAN SUPERVISOR

33385

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Police Information Technician Supervisor schedules, plans and reviews assignments and participates in the activities of a police information unit. Work of this class involves supervising police information technicians and community service officers.

Incumbents receive moderate supervision from an administrative superior. Employees in this class may be required to work rotating shifts to provide coverage for evenings and weekends. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and schedules the activities of subordinate police information technicians.

Recommends the hiring, firing, promoting and disciplining of police information technicians and community service officers.

Assigns work to different shifts and makes reassignments where necessary to meet scheduling requirements.

Develops training programs for staff; ensures staff certification by the State of Maryland.

Oversees production record administration; supervises the compilation, tabulation and finalization of the monthly production counts by districts, including vehicle and gun recovery and missing persons clearance.

Evaluates and determines the unit's personnel, supply and equipment needs and prepares budget requests and monitors expenditures.

Performs related as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of computerized data entry.

Knowledge of the automated National Crime Information Center, Maryland interagency Law Enforcement, the National Law Enforcement Telecommunication systems and other systems used in the Baltimore Police Department.

Knowledge of the operations and capabilities of a variety of data entry equipment and software.

Skill in the operation of computer terminals, printers and related peripheral equipment.

Ability to format records for computer files and generate written reports.

Ability to review and make corrections to entered material.

Ability to plan, organize and schedule office workloads.

Ability to establish and maintain effective working relationships with others.

Ability to develop training programs.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in the operation of computer terminals for data entry and successful completion of a required two-day Maryland State training course in the automated National Crime Information Center System.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Maryland State Certificate in the automated National Crime Information Center System.

ADOPTED: May 23, 1996

Baltimore City Department of Human Resources

MAILING SUPERVISOR

33391

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Mailing Supervisor ensures the efficient collection and distribution of a large volume of mail by coordinating and directing the operations of a mailing unit in the Municipal Post Office. Work of this class involves supervising drivers and clerical personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable, environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the collection and distribution of a large volume of mail in the Municipal Post Office.

Develops and implements improvements to the unit's operations, services and routes.

Maintains records of registered, certified and business mail.

Supervises mail unit personnel, evaluating performance, disciplining and approving leave.

Directs stamp and postage distribution and the operation of postal metering machines.

Inspects equipment for safe and efficient operation; authorizes maintenance and repairs.

Coordinates activities with the United States Postal Service to ensure efficient scheduling and delivery of mail.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of operating a mail service.

Knowledge of mail room equipment.

Knowledge of arithmetic.

Ability to coordinate the efficient distribution of materials.

Ability to communicate effectively orally and in writing.

Ability to maintain records.

Ability to develop mail routes.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the performance of mail distribution, including one year of such lead responsibilities as assigning, reviewing and approving the work of others.

Equivalencies - Six months of additional experience in mail distribution work may be substituted for each year of the high school requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: May 25, 1967

REVISED: October 7, 1977
May 5, 1982
September 8, 1983
April 21, 1988
August 24, 2005

Baltimore City Department of Human Resources

PUBLIC INFORMATION OFFICER I

33411

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Public Information Officer I performs such public information duties as writing news releases, preparing brochures, speaking before groups and promoting and informing the public of the activities of a City agency. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Information Officer II in that it involves such routine public information duties as writing news releases, preparing exhibits and brochures, participating in press and media contact and promoting City agency activities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides information to the public by telephone, letter and in person concerning agency functions, operations and programs.

Writes articles, brochures, news releases and press statements; writes public service announcements for radio and television.

Edits and, with others, prepares articles and art work for agency publications such as formal reports, monthly bulletins, and newsletters; prepares designs and writes text for fliers, brochures and training manuals.

Collects and compiles data and statistics on agency programs and activities for developing promotional projects or in response to requests for information; clips newspaper articles of interest to the agency and places in scrapbook; maintains files and records.

Represents the agency at various community organization gatherings to promote and inform them of the agency's activities; addresses professional, business, civic, and social organizations on agency activities.

Contacts, establishes and maintains effective relationships with various types of mass informational media such as local radio and television stations and local newspapers to publicize agency events or to inform the public of the availability of services.

Displays and staffs exhibits and prepares tours for distinguished City visitors by scheduling activities; prepares materials for and conducts talks and lectures on agency activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of public information and relations.

Knowledge of the preparation of promotional materials for release to the media (press, radio, or television).

Knowledge of the graphic materials and their use.

Ability to speak and write effectively.

Ability to establish effective working relationships with various media, social, civic and community organizations, and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one-year of experience in performing public information or public relations work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 15, 1982

REVISED: January 17, 1984

Baltimore City Department of Human Resources

PUBLIC INFORMATION OFFICER II

33412

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Public Information Officer II performs such complex public information duties as producing and directing promotional films, organizing promotional campaigns and moderating panel discussions on television and radio. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Information Officer I in that it involves such innovative, creative public information duties as producing, directing and editing films, writing film scripts, organizing promotional campaigns and moderating panel discussions on television and radio and may involve personnel direction, assignment and work review.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Answers inquiries and provides information regarding the activities and programs of a large City agency by telephone and in writing.

Arranges dedications and organizes promotional campaigns; constructs, displays and staffs exhibits; prepares tours for distinguished City visitors by scheduling activities.

Writes film scripts; produces and edits films and video tapes; and directs filming activities.

Writes press releases, advises administrators and other agency employees on response to press inquiries, and writes public statements for the Mayor on agency programs.

Performs research to develop special projects; writes and edits agency publications, posters, and signs; and reviews publications for design.

Edits data for the agency's annual report.

Writes magazine articles, brochures, news releases, press statements and public service announcements for radio and television.

May lead the activities of public information and clerical staff by assigning, reviewing and approving their work.

Represents agency and moderates panel discussions on television or radio.

Appears before community groups and other organizations to promote the agency's activities and projects and to assess community opinions as to the need and effectiveness of the agency's programs.

Assists in providing liaison between the community, the media and other governmental agencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques and methods of public information and relations.

Knowledge of the preparation of material for release to the media (press, radio or television).

Knowledge of graphic materials and their use.

Ability to speak and write effectively.

Ability to establish effective relationships with the various media, social, civic, and community organizations and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in performing public information or public relations work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 8, 1981
REVISED: September 20, 1982 (title changed) February 28, 1984

Baltimore City Department of Human Resources

PUBLIC RELATIONS OFFICER

33413

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Public Relations Officer administers the public relations program of a large agency and performs a variety of public information duties. Work of this class may involve supervising office support personnel.

Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Information Officer II in that it involves the exercise of independent judgement in administering the public relations program of a large agency.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Coordinates the public relations program of a large agency; meets with bureau heads and program supervisors to gather information and determine promotional needs of the department.

Acts as liaison between a City agency and the local news media (radio, television and newspapers), other government agencies and community organizations to promote agency activities and services, and exchange information and counteract unfavorable publicity.

Plans, organizes and monitors special events and ceremonies such as dedications, awards and groundbreakings.

Photographs or videotapes events, facilities or operations for use in promotional materials.

Scripts and compiles slide shows, short films and exhibits.

Designs, writes and oversees the printing of pamphlets, brochures and flyers publicizing events and activities.

May supervise office support personnel or assign and review the work of subordinate Public Information Officers.

Answers requests for general information; makes public appearances and speaks before community and special interest groups.

Researches and compiles background material; may compose speeches for Mayor and agency staff members.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of public information and relations.

Knowledge of the preparation of material for release to the media (press, radio and television).

Knowledge of graphic arts, materials and applications.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with media, civic, social and community organizations, government agencies and the general public.

Ability to plan and organize a promotional campaign.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years in performing public information or public relations work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 20, 1986

REVISED: June 30, 2014 (title changed)

Baltimore City Department of Human Resources

PUBLIC RELATIONS COORDINATOR

33414

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Public Relations Coordinator administers the public relations program of a large agency and performs a variety of public information duties. Work of this class may involve supervising office support personnel.

Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Information Officer II in that it involves the exercise of independent judgement in administering the public relations program of a large agency.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Coordinates the public relations program of a large agency; meets with bureau heads and program supervisors to gather information and determine promotional needs of the department.

Acts as liaison between a City agency and the local news media (radio, television and newspapers), other government agencies and community organizations to promote agency activities and services, and exchange information and counteract unfavorable publicity.

Plans, organizes and monitors special events and ceremonies such as dedications, awards and groundbreakings.

Photographs or videotapes events, facilities or operations for use in promotional materials.

Scripts and compiles slide shows, short films and exhibits.

Designs, writes and oversees the printing of pamphlets, brochures and flyers publicizing events and activities.

May supervise office support personnel or assign and review the work of subordinate Public Information Officers.

Answers requests for general information; makes public appearances and speaks before community and special interest groups.

Researches and compiles background material; may compose speeches for Mayor and agency staff members.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of public information and relations.

Knowledge of the preparation of material for release to the media (press, radio and television).

Knowledge of graphic arts, materials and applications.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with media, civic, social and community organizations, government agencies and the general public.

Ability to plan and organize a promotional campaign.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years in performing public information or public relations work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 20, 1986

REVISED: September 1, 2008 (title changed)

PUBLIC RELATIONS SUPERVISOR

33415

Administrative Division
Management Support Branch
Public Information Group

I. CLASS DEFINITION

A Public Relations Supervisor assists in directing the public information activities of a City agency. Work of this class involves assisting in supervising public information and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Oversees the work of a public information staff engaged in writing and preparing publications, moderating or participating as guest of radio or television shows and preparing speeches, visual aids, and exhibits on agency functions, operations and services.

Coordinates information and public relations activities with City departments involving ceremonies and events or promotional and publicity activities.

Acts as liaison between a City agency and the local news media (radio, television and newspapers) and other governmental agencies to exchange information, to promote agency activities and to counteract unfavorable publicity.

Plans and writes film scripts, articles, formal reports, brochures, press releases and public service announcements for radio and television and informs agency administrators of media coverage affecting or concerning their programs.

Consults with program administrators to identify their information and public relations needs.

Plans information distribution activities; disseminates information within the agency; writes and edits employee newsletter.

Plans talks and lectures; arranges and conducts City tours for special groups and visitors.

Advises and provides technical assistance to television and radio directors, producers and writers on agency programs and, on occasion, participates in programs as a guest or commentator.

Answers requests for general information; makes public appearances and speeches before interested groups.

Writes Mayor's and agency staff speeches.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques and methods of public information and relations.

Knowledge of the preparation of material for release to the media (press, radio and television).

Knowledge of the types and use of graphic materials.

Ability to speak and write effectively.

Ability to supervise others in public information activities.

Ability to establish effective working relationships with the various media, social, civic and community organizations, and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in performing public information or public relations work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 8, 1981

REVISED: September 20, 1982 (title changed)
February 28, 1984
July 1, 2014 (title changed)

Baltimore City Department of Human Resources

PURCHASING ASSISTANT

33501

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Purchasing Assistant performs paraprofessional purchasing and office support work in a City agency or to assist Procurement Specialists and Buyers in the Bureau of Purchases. Work of this class may involve supervising office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Collects, compiles and organizes purchasing data and prepares routine reports.

May procure substitute comparable commodities when original items requested are unavailable or too expensive.

Orders office supplies from the City Warehouse and vendors for agency officials and staff; conducts annual inventory of agency offices supplies and related materials.

May receive, sort and distribute mail for agency officials and divisions; may scan incoming mail and packages to ascertain contents and identify dangerous materials.

Allocates funding to various budget accounts.

Monitors budget accounts, makes necessary adjustments and notifies agency personnel of the availability of funds and funding limits for the purchase of commodities and services.

Contacts vendors to obtain and verify shipment of goods on a specific date and to ensure receipt of all partial shipments when order is not shipped in one lot.

Notifies vendors of and arranges for necessary repairs and maintenance service calls to agency equipment.

Compiles and types necessary data to process forms and specifications for procurement transactions.

When requested, obtains bid proposals from vendors and recommends the purchase of commodities and services; prepares requisitions using bid estimates.

Develops office systems for maintaining necessary records and schedules; designs required forms.

Responds to inquiries regarding purchasing transactions from personnel in the Department of Finance's Bureau of Purchases, Budget and Management Research and Payroll and Disbursements.

Performs office work including filing, typing and record maintenance.

May perform minor repairs to office equipment.

May supervise office support personnel.

Performs related work as required.

IN THE BUREAU OF PURCHASES:

Receives requisitions from City agencies and identifies item requirements; contacts City agencies to verify commodity specification request and item information; forwards them to City Purchasing Agent for review and assignment to staff;

Prepares basic bid solicitation documents and vendor bid list for printing, advertising and public distribution; posts formal and informal Bid Solicitations on City intranet and internet web sites; distributes Bid Solicitations to prospective vendors and bidders.

Draws up standard minority participation documents on all proposals and contracts; draws up all informal bid solicitations for Ecommerce transmittal; prepares informal Purchases Orders under $25,000 for processing.

Assists Procurement Specialists in reviewing basic proposals and contracts; prepares Board of Estimates letters according to established format on formal contracts; types routine Addendums to Contract Bid Solicitations.

Records all Continuous Bids and Performance Bonds in assigned ledgers; maintains contract records and files.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office and purchasing procedures.

Knowledge of the techniques of expediting and processing the purchase of commodities and services.

Knowledge of procurement forms.

Ability to compile data and prepare reports and forms.

Ability to communicate effectively orally and in writing.

Ability to maintain effective working relationships with others.

Ability to expedite the purchase of commodities and services.

Ability to develop record keeping systems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate's degree from an accredited college or university and one year of experience in processing and expediting the purchase of commodities or services.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 2, 1990

REVISED: December 9, 2004
January 30, 2008

Baltimore City Department of Human Resources

PURCHASING SERVICES COORDINATOR

33503

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Purchasing Services Coordinator plans and oversees the work of clerical and office support personnel and coordinates functions such as contract administration, professional staff training, record maintenance and review of procedures and documentation in support of the Centralized Municipal Procurement function. Work of this class involves supervising clerical and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Purchases of the Department of Finance, coordinates a wide variety of office operations such as processing of requisitions received from other agencies, maintenance of purchasing files and records, computation of bills and issuance of receipts to prospective vendors for the purchase of bidders' lists; ensures accurate and complete documentation of purchasing processes.

Designs and recommends formats for Board letters according to the category of bidders and vendors; reviews Board Letters to ensure compliance with City Charter provisions and legal requirements; advises Procurement Specialists on amendments required on Board letters according to Charter provisions.

Reviews and revises work unit procedures and recommends improvements to accommodate changes in operations and functions; recommends and implements the design of forms and the record keeping systems; attends departmental meetings to report and review effectiveness of office procedures based on prior comments and assessments by purchasing staff.

Responds to complicated questions, requests or complaints from vendors or refers them to the appropriate Procurement Specialist.

Coordinates contract documentation activities with vendors and Procurement Specialists and ensures that contract document files are current and up to date.

Serves as liaison between the agency and professional organizations such as the National Institute of Governmental Purchasing (N.I.J.P) to schedule and coordinate agency staff training and professional certification.

Compiles and provides information on monthly journal entries and purchase orders to accounting staff for the preparation of the monthly Purchasing statistical reports.

Supervises three or more lower level employees; plans, assigns, and reviews work; trains new employees; develops work schedules to ensure effective staff coverage; counsels employees with grievances; interviews and selects new employees for the work unit.

Maintains or supervises the preparation of payroll and personnel records for the unit.

Performs a variety of office support functions such as monitoring the operation, maintenance and repair of office equipment; contacts vendors for the repair of office equipment and processes payment for their services.

May resolve procurement-related problems, which may require investigating a variety of sources to secure complete and accurate information to address issues such as incompleteness of documentation for purchasing processes or payment related complaints from vendors.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of a variety of complex office practices and procedures.

Knowledge of basic principles and practices of purchasing.

Ability to interpret and explain City contract procedures

Ability to plan and coordinate office and administrative functions.

Ability to provide guidance and direction to others.

Ability to accurately maintain a variety of records and to locate and retrieve information from a wide variety of sources.

Ability to examine existing office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them.

Ability to schedule work effectively and to shift work priorities in order to meet deadlines.

Supervisory ability

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

Ability to establish effective working relationships with associates, supervisors, subordinates, vendors and the general public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of office support or administrative experience, two years of which must include experience in facilitating and expediting centralized procurement in support of a Purchasing function.

Equivalencies – Higher education may be substituted for the required years of experience on a year to year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: June 23, 2004

Baltimore City Department of Human Resources

PROCUREMENT SPECIALIST I

33523

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Procurement Specialist I reviews, analyzes, negotiates and processes requisitions for the purchase of a wide variety of supplies, equipment, furniture, and other commodities and or services used by City agencies. Work of this class involves no supervisory duties or responsibilities.

Employees receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Procurement Specialist II in that it involves a full range of purchasing responsibilities but does not involve the negotiation and purchasing of specialized commodities and services or performing such lead responsibilities as assigning, reviewing and correcting the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Purchases of the Department of Finance, reviews and analyzes requests submitted by departmental authorities for the purchase of a wide variety of commodities or services in order to determine the requirements of the requesting agency; confers with agency to clarify requests.

Negotiates with contractors, vendors and City agencies on routine, non-complex and continuing services and supplies such as furniture and office supplies required by City agencies in order to obtain the best quality and price for the City.

Researches and writes routine Request For Proposals (RFPs) and commodity or service specification contracts based upon agency requirements for submission for public bidding; prepares final negotiated contracts and specifications for submission to the Board of Estimates for its approval.

Appears before the Board of Estimates to explain contract specifications, requirements, costs and problems.

Invites bids from vendors; evaluates bids for adherence to specifications and lowest bid meeting specifications and makes informal contract awards on contracts not requiring Board of Estimates approval to bidders; issues purchase orders to successful bidders.

Interviews vendors to obtain price and product information concerning the ability of vendor to produce product or service and to meet delivery dates; makes recommendations on products and services to superiors and City agencies.

Analyzes market and delivery conditions on commodities and services handled in order to determine present and future materials and services availability; prepares recommendation reports and submits them to supervisor for review and comment.

Writes, reviews and approves correspondence to vendors and City agencies; checks invoices and reconciles receipts on delivered items; and authorizes payments to vendors and contractors.

Maintains a close liaison with City user agencies on commodity and service needs.

May investigate and resolve commodity and service problems between user agencies and vendors.

Locates and maintains records of supply products and sources.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the theories, principles and practices of public procurement.

Knowledge of procurement laws, regulations and policies.

Knowledge of English usage, grammar and writing techniques.

Ability to communicate effectively both orally and in writing.

Ability to write commodity and service specification contracts.

Ability to investigate, analyze, negotiate and resolve non-complex commodity and service problems between user agencies and vendors.

Ability to locate sources of supply and to obtain competitive bids

Ability to establish and maintain effective working relationships with vendors and contractors, City agency personnel, associates, and the general public.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and two years of experience in procurement including procurement planning and solicitation preparation, contract development, negotiation and contract administration with specialized expertise in the procurement of at least one of the following: professional services; information technology; utilities; building services; equipment; or commodities.

Equivalencies – Certification as a Certified Public Procurement Officer (CPPO) from the Universal Public Procurement Certification Council (UPPCC) and two additional years of experience may be substituted for the Bachelor's degree requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification must take and pass the Universal Public Purchasing Certification Council (UPPCC) test for certification as a Certified Professional Public Buyer (CPPB) within four years of hiring; failure to pass the test for certification is grounds for dismissal.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 9, 2003

REVISED: August 12, 2003
September 27, 2004
November 29, 2007
July 1, 2014

Baltimore City Department of Human Resources

PROCUREMENT SPECIALIST II

33524

I. CLASS DEFINITION

A Procurement Specialist II reviews, analyzes and develops highly complex procurement contracts for the procurement of specialized services and technology for City agencies. Work of this class may involve leading professional and paraprofessional procurement employees, but does not involve full supervisory duties or responsibilities.

Employees receive minimum to moderate supervision from a Procurement Manager. Employees in this class work a conventional workweek. Work is performed in an office setting where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Procurement Specialist I in that it involves the negotiation and purchasing of specialized commodities and services or performing such lead responsibilities as assigning, reviewing and correcting the work of others. The Procurement Specialist II is primarily engaged in the negotiation and purchase of specialized services and technology through the use of Requests for Information (RFI) and Requests for Proposals (RFP) rather than standard Invitations for Bids (IFBs). RFPs include more complex statements of work, specifications, and methods of evaluation based on best value rather than lowest bid. Projects assigned to a Procurement Specialist II generally involve higher dollar purchases and more complex contracts.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Bureau of Procurement of the Department of Finance, reviews, analyzes, negotiates and writes statements of work, specifications and purchasing contracts for specialized services and technology categories to be purchased for the City; develops cost and price analyses on specialized services and technology categories for City officials.

Researches and writes complex and highly technical Request for Proposals (RFPs) and commodity or service contracts based upon agency requirements for submission for public bidding; prepares final negotiated contracts and specifications for submission to the Board of Estimates for its approval.

Negotiates with contractors, vendors and City agencies on complex and technical services and technology required by City agencies in order to obtain the best quality and price for the City.

Issues purchase orders pursuant to Board of Estimates awards.

May assign, review and correct the work of a group of procurement specialists and paraprofessional personnel engaged in purchasing a wide variety of commodities/services for City agencies.

Confers with agency requisitioning personnel to ascertain, determine and analyze short-term and long-term services and technology requirements.

Appears before the Board of Estimates and other City officials to explain contract specifications, technical, and legal requirements, costs and problems.

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Interviews vendors to obtain price and product information concerning the ability of vendor to supply product or service and to meet delivery dates; makes recommendations on products, services and technology to superiors and City agencies.

Investigates, analyzes and resolves highly complex commodity, technology and service disputes between City agencies and vendors.

Writes, reviews and approves correspondence to vendors and City agencies, and submits to supervisor for review and comment.

Maintains close liaison with City user agencies on commodity, complex technology and service needs and problems.

Enters all work in the city's electronic procurement system.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of theories, principles and practices of public procurement.

Knowledge of procurement laws, regulations and policies.

Knowledge of English usage, grammar and writing techniques.

Skill in negotiating commodity, technology and service specifications and contracts.

Skill in writing specialized and complex commodity, technology and service specifications and contracts.

Skill in investigating and resolving complex disputes between City agencies and vendors concerning the provision of specialized technology and services.

Ability to assign, review and correct the work of others.

Ability to analyze complex and highly technical technology, equipment, service and supply requests.

Ability to effectively communicate both orally and in writing.

Ability to establish and maintain effective working relationships with vendors and contractors, City agency personnel, associates, and the general public.

Ability to locate sources of supply and to obtain competitive bids.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Bachelor's degree from an accredited college or university; three (3) years of procurement experience including procurement planning and solicitation preparation, contract development, negotiation, and contract administration, with emphasis in utilizing complex Request for Proposal (RFP), Invitation for Bid (IFB), Request for Information (RFI), and Request for Quote (RFQs);

Equivalencies:
Master's degree from an accredited college or university; and two (2) years of procurement experience including procurement planning and solicitation preparation, contract development, negotiation, and contract administration, with an emphasis in utilizing complex RFP's IFB's, RFI's, and RFQs;

OR

Juris Doctor from an accredited school of law; and one (1) year of procurement experience to include but not limited to procurement planning and solicitation preparation, contract development, negotiation, and contract administration, with emphasis in utilizing complex RFPs, IFBs, RFIs, and RFQs;

OR

CPPB designation and 5 years of experience within the previous 10 years. A minimum of 50% of the required years of experience must be in government or public sector.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification must take and pass the Universal Public Purchasing Certification Council (UPPCC) test for certification as a Certified Professional Public Buyer (CPPB) within three (3) years of hiring; failure to pass the test for certification is grounds for dismissal.

NOTE: Employees in this classification must maintain the above certification as a condition of employment; failure to maintain certification is grounds for dismissal.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 27, 2006

REVISED: November 29, 2007
August 23, 2013

December 11, 2013
February 24, 2014
July 1, 2014
April 4, 2018 (changes to MQ's)
November 25, 2019 (M.Q and license change)

PROCUREMENT MANAGER

33525

I. CLASS DEFINITION

A Procurement Manager plans, organizes, and directs a group of procurement professionals engaged in purchasing and procurement business processes that entails contracting for commodities and services and reviewing Procurement Specialist work. The Procurement Manager serves in a management and leadership role in the Bureau of Procurement. This position plays a key role in contributing in the development and achievements relating to Bureau of Procurement Strategic Planning and other projects as assigned, i.e. COOP (Continuity of Operations Planning).

Work of this class involves supervising professional and paraprofessional personnel in addition to being responsible for approval paths of work product in accordance with established thresholds.

Employees receive supervision from the Deputy City Purchasing Agent and City Purchasing Agent. Work is performed in an office setting where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Procurement of the Department of Finance, the Procurement Manager is responsible for the overall operations of the functions assigned to the procurement team.

Determines the business need and identifies appropriate procurement methods in the best interest of the City in line with the ABA Model of Procurement and City procurement regulations.

Collaborates with city agencies to address and evaluate needs relating to a host of commodities and services to assure continuity of services for each approved purchase through contract administration, contract award, contract performance, in addition to contract close out.

Aids is disaster preparedness and in supporting the logistics of disaster recovery efforts for emergency events such as severe storms, floods, fires, epidemics, and power outages.

Reviews and provide feedback on policy and regulations.

Serves as a chair or procurement leader of special projects.

Responsible for ethical and knowledgeable implementation of all business processes and provides transparency and high ethical standards in day to day operations.

Serves as a lead procurement professional on individual training plans, professional growth and mentoring of lower level procurement professionals.

Recommends the hiring, firing, and promoting of professional and administrative staff.

Monitors and sets deadlines for required assignments associated with procurement specialist, such as but not limited to project management of informal and formal solicitations, recommendations for contract award, set up of master blanket purchase orders and releases.

Creates and maintains monthly reporting for procurement statistical data.

Reviews bid solicitation to maximize competition and assures that the bid document is not inadvertently restrictive in nature. Assists and gives work direction on high performance standards in assuring the appropriate commodity code is selected when sending vendor notifications for an Invitation for Bid (IFB) in addition to Request for Information (RFI), Request for Quotes (RFQ) and Request for Proposals (RFP).

Serves as liaison in representing prepared recommendations for City Purchasing Agent approvals and Board of Estimates actions.

Interviews vendors to obtain information concerning product, price, ability of vendor to produce product or service, and delivery date.

Analyzes market and delivery conditions to determine present and future materials' availability and prepares market analysis report; recommends purchasing strategies to the City Purchasing Agent.

Investigates and resolves complex contract and specification disputes between contractors or vendors and affected City agencies.

Manages the tracking of multi-year City contracts for renewal and re-competition including the execution of legal agreements and other required city forms that are associated with procurements.

Assigns, approves and processes procurements in the city's electronic procurement system.

Oversees the maintenance of records pertaining to vendors, commodities and services purchased, purchase costs, delivery and vendor performance.

Writes, reviews and approves correspondence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the theories, principles and practices of public procurement.

Knowledge of procurement laws, regulations and policies.

Knowledge of English usage, grammar and writing techniques.

Skill in negotiating commodity and service specifications and contracts.

Skill in writing specialized and complex commodity and service specifications and contracts.

Skill in resolving commodity and service specification and contract disputes.

Ability to plan, organize and direct the work of others.

Ability to analyze complex and highly technical equipment, service and supply requests.

Ability to locate sources of supply and to obtain competitive bids.

Ability to effectively present complex ideas orally and in writing and to review and to correct the writing of others.

Ability to establish and maintain effective working relationships with vendors and contractors, City agency personnel, associates and the general public.

Ability to prepare technical contracting and purchasing documents and managerial reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Bachelor's degree from an accredited college or university, 7 years of procurement experience to include 3 years of supervisory experience.

Equivalencies – Master's degree from an accredited college or university; 5 years of procurement experience to include 3 years of supervisory experience.

OR

Juris Doctor from an accredited school of law; 3 years of procurement experience; 3 years of supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification must take and pass the Universal Public Purchasing Certification Council (UPPCC) test for certification as a Certified Public Procurement Officer (CPPO) within four years of hiring; failure to pass the test for certification is grounds for dismissal.

NOTE: Employees in this classification must maintain certification as a Certified Public Procurement Officer as a condition of employment; failure to maintain certification is grounds for dismissal.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information and submit a Baltimore City Financial Disclosure Packet.

ADOPTED: January 9, 2003

REVISED: August 12, 2003
September 27, 2004
October 21, 2013
July 1, 2014
April 4, 2018 (changes to MQ's)
November 25, 2019 (license change)
June 09, 2020 (removal of "At-Will Position" statement)

Baltimore City Department of Human Resources

PROCUREMENT SPECIALIST III

33527

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Procurement Specialist III reviews, analyzes and develops highly complex procurement contracts for the purchase of specialized services and technology for City agencies. Work of this class may involve leading professional and paraprofessional procurement employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting or a warehouse where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Procurement Specialist II in that it engages primarily in the negotiation and purchase of specialized services and technology through the use of Requests for Information (RFI) and Requests for Proposals (RFP) rather than standard Invitations for Bids (IFBs). RFPs include more complex statements of work, specifications, and methods of evaluation based on best value rather than lowest bid. Projects assigned to a Procurement Specialist III generally involve higher dollar purchases and may involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Bureau of Purchases of the Department of Finance, reviews, analyzes, negotiates and writes statements of work, specifications and purchasing contracts for specialized services and technology categories to be purchased for the City; develops cost and price analyses on specialized services and technology categories for City officials.

Researches and writes complex and highly technical Request for Proposals (RFPs) and commodity or service contracts based upon agency requirements for submission for public bidding; prepares final negotiated contracts and specifications for submission to the Board of Estimates for its approval.

Negotiates with contractors, vendors and City agencies on complex and technical services and technology required by City agencies in order to obtain the best quality and price for the City.

Issues purchase orders pursuant to Board of Estimates awards.

May assign, review and correct the work of a group of procurement specialists and paraprofessional personnel engaged in purchasing a wide variety of commodities/services for City agencies.

Confers with agency requisitioning personnel to ascertain, determine and analyze short-term and long-term services and technology requirements.

Appears before the Board of Estimates and other City officials to explain contract specifications, technical, and legal requirements, costs and problems.

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Interviews vendors to obtain price and product information concerning the ability of vendor to supply product or service and to meet delivery dates; makes recommendations on products, services and technology to superiors and City agencies.

Investigates, analyzes and resolves highly complex commodity, technology and service disputes between City agencies and vendors.

Writes, reviews and approves correspondence to vendors and City agencies, and submits to supervisor for review and comment.

Maintains close liaison with City user agencies on commodity, complex technology and service needs and problems.

Enters all work in the city's electronic procurement system.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of state or local government purchasing.

Knowledge of governmental purchasing procedures and operations.

Knowledge of English usage, grammar and writing techniques.

Skill in negotiating commodity, technology and service specifications and contracts.

Skill in writing complex specialized commodity, technology and service specifications and contracts.

Skill in analyzing highly complex technology, equipment, service and supply requests.

Skill in investigating and resolving complex disputes between City agencies and vendors concerning the provision of specialized technology and services.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with vendors, City agency personnel, associates, and the general public.

Ability to assign, review and correct the work of others.

Ability to maintain detailed written records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in state or local government purchasing, including procurement planning solicitation and contract preparation, to include three years experience planning and developing complex procurements.

Equivalencies – One year of experience may be substituted for each year of the degree requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Certified Professional Public Buyer (CPPB) or Certified Public Procurement Officer (CPPO) by the Universal Public Procurement Certification Council (UPPCC).

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 27, 2006

REVISED: November 29, 2007
August 23, 2013
December 11, 2013
February 24, 2014

Baltimore City Department of Human Resources

PROPERTY DISPOSAL ASSISTANT

33541

Administrative Division
General Management Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Property Disposal Assistant coordinates the disposition, sale and inventory of surplus and other property. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work schedule. Work is performed in an office or at an auction where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Purchases, coordinates the receipt, storage and disposal of surplus and salvaged property.

Coordinates the storage of surplus property and salvage material with warehouse staff.

Prepares and places advertisements for the sale of surplus property, abandoned vehicles and miscellaneous items.

Analyzes lists of surplus property, recommends methods of disposal.

Assists superiors in arranging for transportation of surplus and other property and materials.

Monitors auctions for adherence to contract provisions; sets up auction dates to dispose of vehicles, building contents, chattels and other items; furnishes auctioneer with list of items to be auctioned, attends auctions and records sales and collects payments and accounts for all items in auction; ensures processing of receipts and deposits in accordance with City procedures.

Reconciles accounts and inventory records.

Prepares quarterly tax report based on sales of surplus property.

Completes monthly activity report of property sales, transfers and donations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting practices and procedures.

Knowledge of the techniques of maintaining financial records.

Knowledge of merchandising practices and procedures.

Knowledge of practices and procedures for tracking, storing and disposing of property surplus.

Ability to compose advertisement for media release.

Ability to locate and secure facilities for auctions.

Ability to perform statistical and mathematical calculations.

Ability to communicate effectively both orally and in writing.

Ability to compile and prepare reports.

Ability to maintain a working relationship with vendors and city agency personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and four years of experience in coordinating auctions or in the sale and release of surplus property.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 16, 1978

REVISED: June 1, 1981
November 14, 1984 (title changed)
March 5, 1986 (title changed)
April 21, 1988
April 8, 1997 (license changed)
April 23, 1997
September 28, 2005 (title changed)
June 26, 2009

Baltimore City Department of Human Resources

PROPERTY DISPOSAL ASSISTANT SUPERVISOR

33544

Administrative Division
General Management Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Property Disposal Assistant Supervisor coordinates the disposition and sale of surplus and other property in the possession of the City of Baltimore. Work of this class involves supervising property disposal assistants.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional work schedule. Work is performed in an office or at an auction site where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Purchases, supervises and participates in promoting and coordinating the expeditious identification and sale of surplus property and of auctions of abandoned or impounded vehicles; evaluates the performance, approves leave, disciplines and recommends the hiring, firing and promotion of employees.

Develops and oversees implementation of plans for marketing Surplus Property Program to City agencies, identify, assessing the value of and describing the surplus property for on-line auction and other sales.

Prepares and places advertisements for the sale of surplus property, abandoned vehicles and miscellaneous items.

Analyzes lists of surplus property, and recommends methods of disposal.

May coordinate storage of some property items.

Oversees employees engaged in monitoring auctions for adherence to contract provisions and related activities.

Oversees collection of payments and accounting for all items sold and money collected from sales; processing of receipts and deposits in accordance with City procedures, and reconciliation of sales and money collected.

Completes monthly activity report of property sales, transfers and donations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting practices and procedures.

Knowledge of the techniques of maintaining financial records.

Knowledge of merchandising practices and procedures.

Knowledge of practices and procedures for tracking and disposing of property surplus.

Skill in composing advertisement for media release.

Ability to develop a marketing plan and market and promote a Surplus Property Program.

Ability to locate and secure facilities for auctions.

Ability to perform statistical and mathematical calculations.

Ability to communicate effectively both orally and in writing.

Ability to compile and prepare reports.

Ability to maintain a working relationship with vendors and city agency personnel.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and two years of experience in coordinating auctions or in the sale and release of surplus property**.**

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 24, 2009

Baltimore City Department of Human Resources

COMMUNITY MARKETING OUTREACH OFFICER

33547

Administrative Division
General Management Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Community Marketing Outreach Officer promotes and facilitates the sale of real property in Baltimore City. The work of this class involves no supervisory responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work schedule and occasionally may work evenings and weekends. Work is performed in an office or in the community where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Housing and Community Development, develops, recommends and implements marketing strategies to promote the sale of Baltimore City-owned property; customizes marketing strategies in accordance with neighborhood qualities and characteristics.

In coordination with public information staff, develops press releases, pamphlets, signs, banners and website content, and also utilizes various types of mass informational media such as local radio and television stations and local newspapers to promote the sale of City-owned property to public and real estate professionals.

Establishes and maintains effective working relationships with community associations and residents regarding community revitalization projects; promotes and attempts to achieve consensus regarding sale of vacant land and properties; promotes revitalization plans and projects in the community.

Answers inquiries from the media, representatives of City and Federal officials and businesses; provides information regarding the sale of City-owned real property.

Confers with private, non-profit and agency real estate professionals to sell properties, craft land disposition agreements and enforce reverter clauses; monitors activities of builders and developers to ensure adherence to the contractual terms of land disposition agreements; confers with financial

institutions, buyers and lawyers to exchange information regarding feasibility of property sale.

Coordinates with agency staff regarding acquisition, relocation, asset management, demolition, legal work and disposition.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of real estate transactions.

Knowledge of Federal, State and City laws related to real estate transactions.

Knowledge of methods for determining fair market value of real property.

Knowledge of innovative methods and practices for marketing commercial and residential properties.

Knowledge of urban planning and community development.

Knowledge of the objectives and functions of land use planning, code enforcement permit system and asset management.

Ability to prepare and evaluate professional and technical reports and other documents.

Ability to utilize application database software to track properties being marketed and those sold.

Ability to analyze real estate market trends.

Ability to market residential and commercial properties to the public and real estate professionals.

Ability to establish and maintain effective working relationships with co-workers, consultants, contractors, community residents, government representatives, property owners and buyers, City officials and staff of financial and banking institutions.

Ability to facilitate community discussions and negotiate resolutions.

Ability to communicate effectively both orally and in writing.

Ability to compile and prepare reports.

Ability to create and maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and four years of experience in marketing and sales, or coordination of community development projects and programs.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: THIS IS A FULL TIME POSITION. THE INCUMBENT SHALL NOT ENGAGE IN PRIVATE REAL ESTATE BUSINESS.

ADOPTED: May 26, 2010

REVISED: August 4, 2011

Baltimore City Department of Human Resources

STOREKEEPER I

33561

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Storekeeper I receives, stores and distributes equipment, materials and supplies. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in a warehouse where there is exposure to cold and heat. Work requires frequent bending, lifting, pushing and hauling heavy stock items.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Storekeeper II in that it involves no lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Examines incoming shipments to verify receipt of the correct type and quantity of materials and supplies.

Stores items at designated locations.

Reviews requisitions for accuracy and completeness.

Issues materials and supplies to personnel from warehouses and various City agencies.

May utilize standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies.

Packs and unpacks materials and supplies.

Maintains records of materials and supplies.

Takes periodic physical inventory of stock ensuring that no items are missing.

Lifts, pushes, shoves and hauls heavy stock items.

Observes stores activities, reports irregular activities and missing items, and suggests improvements in security.

May operate such materials handling equipment as forklifts and hand trucks.

May drive vehicle to pick up and deliver materials and supplies for the storeroom.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the procedures for receiving, storing and shipping materials and supplies.

Knowledge of the methods and procedures of taking inventory.

Ability to operate materials handling equipment.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Ability to maintain simple stock records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in storing and issuing equipment and supplies or in performing office support work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class may require a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 1, 1981

REVISED: November 30, 1982
January 10, 1983
January 19, 1984
September 28, 1995
December 12, 1996 (license changed)
February 22, 2006

Baltimore City Department of Human Resources

STOREKEEPER II

33562

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Storekeeper II assigns and reviews the work of stores and laboring personnel. Work of this class involves leading warehouse staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in a warehouse where there is exposure to cold and heat. Work requires some bending, lifting, pushing and hauling heavy stock items.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Storekeeper I in that it involves leading a group of storekeepers or warehousing personnel in performing stores and related work by assigning and reviewing such work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the work of storekeepers or warehousing personnel by monitoring the receipt, storage and issuance of equipment, materials and supplies.

Organizes and leads work activities.

Examines incoming shipments to verify receipt of the correct type and quantity of materials and supplies.

May utilize standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies.

Stores items at designated locations.

Issues materials and supplies to personnel from warehouses and the various City agencies.

May order and requisition materials and supplies.

Maintains inventory control and stock records.

Takes physical inventories.

Lifts, pushes, shoves and hauls heavy stock items.

Operates such materials handling equipment as forklifts and hand trucks.

Observes stores activities, reports irregular activities and missing items and recommends improvements in security.

May drive vehicle to pick up and deliver materials and supplies for the storeroom.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the procedures for receiving, storing and shipping materials and supplies.

Knowledge of the methods and procedures of taking inventory.

Ability to operate materials handling equipment.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Ability to establish and maintain effective working relationships with vendors, City agency personnel and associates.

Ability to maintain simple stock records.

Ability to assign and review the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in storing and issuing equipment and supplies.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class may require a valid Maryland Class C Noncommercial driver's license or equivalent out-of-state driver's license acceptable to the Office of Risk Management.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 1, 1981

REVISED: March 8, 1982
January 10, 1983
January 19, 1984
September 28, 1995
April 27, 2000 (licensed changed)
February 22, 2006

Baltimore City Department of Human Resources

STOREKEEPER II AUTO PARTS

33563

Administrative Division
Management Support Branch
Purchasing, Sales and Warehousing Group

I. CLASS DEFINITION

A Storekeeper II Auto Parts receives, stores and distributes automotive parts. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in a garage and warehouse where there is exposure to fumes, corrosive materials, heat and cold. Work requires some bending, lifting, pushing and hauling of heavy stock items.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Storekeeper I in that it involves performing automotive parts storage work requiring specialized knowledge of automotive parts and accessories.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Examines incoming shipments to verify receipt of the correct type and quantity of materials and supplies.

Stores automotive parts and accessories in the proper storage places.

Issues automotive parts and accessories and special tools by using a knowledge of automotive mechanics to select the proper parts or tools.

May utilize standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies.

Reads automotive parts catalogs in selecting parts and performs cataloging.

Packs and unpacks automotive parts and tools.

Maintains records of materials and supplies.

May order and requisition materials and supplies.

Takes periodic physical inventory of stock assuring that no items are missing.

Lifts, pushes and shoves materials and supplies.

Observes stores activities, reports irregular activities and missing items and suggests improvements in security.

May operate such materials handling equipment as forklifts, and hand trucks.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of automotive parts and their use.

Knowledge of the methods and procedures for receiving, storing and shipping automotive parts.

Knowledge of the methods and procedures involved in taking inventory.

Ability to operate materials handling equipment.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Ability to establish and maintain effective working relationships with vendors, City agency personnel and associates.

Ability to maintain stores and inventory records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and two years of experience in storing and issuing automotive parts.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 27, 2010 (Replaces specialty class)

Baltimore City Department of Human Resources

STORES SUPERVISOR I AUTO PARTS

33564

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Stores Supervisor I Auto Parts plans and coordinates the receipt, storage and distribution of automotive parts. Work of this class involves supervising auto parts stores personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Stores Supervisor II Auto Parts in that it involves supervising stores personnel in warehousing facility.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of automotive parts stores and warehousing personnel in the storage, issuance and control of a wide variety of automobile parts and accessories.

Plans and schedules the distribution of automotive parts and accessories.

Utilizes standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies.

Oversees the maintenance and preparation of stores and inventory records.

Orders and requisitions automotive parts.

Resolves complaints of City agency representatives and vendors.

Conducts periodic inventories; recommends and implements improvements in inventory control methods and security.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of automotive parts and their use.

Knowledge of the methods and procedures for receiving, storing and issuing automotive parts.

Knowledge of the installation and maintenance of inventory control records.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Ability to maintain effective working relationships with vendors, City agency personnel and associates.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in storing and issuing automotive parts.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 27, 2010 (Replaces specialty class)

Baltimore City Department of Human Resources

STORES SUPERVISOR I

33565

Administrative Division
Management Support Division
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Stores Supervisor I plans and coordinates the receipt, storage and distribution of equipment, materials and supplies in a warehouse or large supply distribution facility. Work of this class involves supervising stores and warehousing personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Stores Supervisor II in that it involves supervising the storage of supplies, materials, and equipment in a warehouse or a large supply distribution facility.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of stores and warehousing personnel in the receipt, storage, issuance and control of a wide variety of materials and equipment by assigning, reviewing and evaluating such work and by disciplining personnel.

Plans and schedules the distribution of materials, equipment and supplies.

With supervisors, plans layout of storage space.

Utilizes standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies

Supervises truck and bus operations at yards and warehouses.

Oversees the maintenance and preparation of reports.

Orders and requisitions materials and supplies.

Resolves complaints of City agency representatives and vendors.

Conducts periodic inventories to ensure inventory security and control and recommends and implements improvements in inventory control methods for security purposes.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of receiving, storing and issuing large quantities of supplies, materials and equipment.

Knowledge of the installation and maintenance of inventory control records.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Ability to establish and maintain effective working relationships with vendors, City agency personnel and associates.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in storing and issuing equipment and supplies including one year of such lead responsibilities as assigning, reviewing and approving the work of stores personnel.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 1, 1981

REVISED: March 8, 1982
January 10, 1983
January 19, 1984
October 28, 1996
February 22, 2006

Baltimore City Department of Human Resources

STORES SUPERVISOR II

33566

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Stores Supervisor II plans and coordinates the receipt, storage and distribution of equipment, materials and supplies in warehousing and supply distribution facilities. Work of this class involves directing the activities of stores and warehousing work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Stores Supervisor I in that it involves directing the storage operations of warehousing and supply distribution facilities and supervising employees in the class of Stores Supervisor I.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and directs the storage and distribution activities in warehousing and related facilities.

Develops and implements methods and procedures for storing and distributing a variety of materials and equipment in an efficient and economical manner.

Coordinates the distribution of supplies to City agencies and to other warehousing locations by scheduling truck deliveries, establishing truck routes and assigning drivers.

Supervises the work of staff in the receipt, storage, and control of a wide variety of materials and equipment by assigning, reviewing and evaluating such work and by disciplining personnel.

Utilizes standard business personal computer, allied software programs and the internet to research the availability of and record the receipt, inventory and distribution of materials, equipment and supplies.

Plans the use of warehouse space.

Conducts periodic inventories to assure inventory security and control and recommends and implements improvements in inventory control methods for security purposes.

Reviews warehouse requisitions to assure the ordering of the proper quantity and quality of equipment and supplies and to secure warehouse items.

Orders and requisitions materials and supplies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of modern materials handling methods and procedures.

Knowledge of the methods of receiving, storing and distributing large quantities of supplies, materials and equipment.

Knowledge of the maintenance of inventory controls and control records.

Ability to establish and maintain effective working relationships with vendors, City agency personnel and associates.

Ability to utilize standard business computer software programs and the internet to perform routine research and to enter and maintain inventory and distribution of records.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate's degree from an accredited college or university and five years of experience in storing and issuing equipment and supplies including one year of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of stores personnel.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 1, 1981

REVISED: March 8, 1982
January 10, 1983
January 19, 1984
February 22, 2006

Baltimore City Department of Human Resources

STORES SUPERVISOR II AUTO PARTS

33672

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Stores Supervisor II Auto Parts oversees city government automotive parts storage and distribution operations. Work of this class involves directing the activities of automotive parts store and warehousing units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work regularly requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Stores Supervisor I Auto Parts in that it involves directing the distribution and storage of all city government automotive warehousing facilities and supervising personnel in the class of Stores Supervisor I Auto Parts.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and directs the storage and distribution activities of all city government automotive warehousing facilities.

Coordinates the distribution of automotive parts and accessories to city agencies and to other warehousing locations by scheduling truck deliveries, establishing truck routes and assigning drivers.

Supervises the work of staff in the receipt, storage and control of a variety of automotive parts and accessories by assigning, reviewing and evaluating such work and by disciplining personnel.

Oversees the preparation of a variety of stores and inventory records.

Supervises the return of defective merchandise to suppliers.

Conducts periodic inventories to assure inventory security and control and recommends and implements improvements in inventory control methods for security purposes.

Reviews warehouse requisitions to ensure the ordering of the proper quantity and quality of equipment and supplies and to secure warehouse items.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of best practices for materials handling methods and procedures.

Knowledge of methods and procedures of storing and distributing automotive parts and accessories.

Knowledge of the maintenance of inventory controls and control records.

Ability to establish and maintain effective working relationships with vendors, city agency personnel and associates.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate's degree from an accredited college or university and five years of experience in storing and issuing automotive parts including one year of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of stores personnel.

Equivalencies – Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: October 27, 2010 (Replaces specialty class)

Baltimore City Department of Human Resources

PROCUREMENT OFFICER II

33586

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehouse Group

I CLASS DEFINITION

A Procurement Officer II plans, coordinates and oversees the procurement activities of a large City agency and is the primary point of contact with the Bureau of Purchases. Work of this class may involve supervising support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office setting where there is little exposure to uncomfortable or hazardous environmental conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Procurement Officer I in that it involves the complex analysis of systems usage in overseeing the procurement activities of a large City agency.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, coordinates and oversees the purchase of equipment, materials and services for a large City agency.

Processes and coordinates requisitions with the Bureau of Purchases, who has final determination of the requirements to be advertised and the award to be made.

Drafts purchasing descriptions, specifications and statements of work to assist the Bureau of Purchases in processing purchase requisitions.

Monitors the delivery of equipment and expedites the correction of purchasing orders.

Analyzes and develops cost projections for materials, equipment and contractual services; recommends and monitors expenditures.

Administers procurement and service contracts; participates in vendor selection as needed; monitors contracts to ensure compliance with specifications and conditions.

Analyzes agency policy and procedures for impact on procurement and expenditures; recommends alterations to existing systems to improve accountability and cost effectiveness.

Prepares and reviews technical specifications for equipment, materials and services for submission to the Bureau of Purchases.

Establishes procedures for identifying and correcting waste, fraud and misuse of agency resources.

Studies market trends to remain abreast of changes in equipment, material and services available; examines agency requisitions to determine purchasing patterns and trends.

Serves as agency data processing coordinator with responsibility for planning and coordinating all agency acquisitions of computer equipment and materials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of purchasing.

Ability to plan, coordinate, implement and evaluate purchasing programs and procedures.

Analytical ability.

Ability to prepare budgetary, fiscal and management reports.

Ability to perform accounting work of a limited nature.

Ability to establish and maintain effective working relationships with agency personnel, the Bureau of Purchases and vendors.

Ability to compose technical material and commodity specifications.

Ability to communicate effectively, orally and in writing.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in purchasing work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED March 27, 1991

REVISED: June 6, 2007

Baltimore City Department of Human Resources

PROCUREMENT OFFICER I

33587

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Procurement Officer I reviews, analyzes, negotiates and processes requisitions for the purchase of a wide variety of supplies, equipment, furniture, and other commodities and or services used by City agencies. Work of this class involves no supervisory duties or responsibilities.

Employees receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Procurement Officer II in that it involves a full range of purchasing responsibilities but does not involve the negotiation and purchasing of specialized commodities and services or performing such lead responsibilities as assigning, reviewing and correcting the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and analyzes requests submitted by departmental authorities for the purchase of a wide variety of commodities or services in order to determine the requirements of the requesting agency; confers with agency to clarify requests.

Negotiates with contractors, vendors and City agencies on routine, non-complex and continuing services and supplies such as furniture and office supplies required by City agencies in order to obtain the best quality and price for the City.

Researches and writes routine Request For Proposals (RFPs) and commodity or service specification contracts based upon agency requirements for submission for public bidding; prepares final negotiated contracts and specifications for submission to the Board of Estimates for its approval.

Appears before the Board of Estimates to explain contract specifications, requirements, costs and problems.

Invites bids from vendors; evaluates bids for adherence to specifications and lowest bid meeting specifications and makes informal contract awards on contracts not requiring Board of Estimates approval to bidders; issues purchase orders to successful bidders.

Interviews vendors to obtain price and product information concerning the ability of vendor to produce product or service and to meet delivery dates; makes recommendations on products and services to superiors and City agencies.

Analyzes market and delivery conditions on commodities and services handled in order to determine present and future materials and services availability; prepares recommendation reports and submits them to supervisor for review and comment.

Writes, reviews and approves correspondence to vendors and City agencies; checks invoices and reconciles receipts on delivered items; and authorizes payments to vendors and contractors.

Maintains a close liaison with City user agencies on commodity and service needs.

May investigate and resolve commodity and service problems between user agencies and vendors.

Locates and maintains records of supply products and sources.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the theories, principles and practices of public procurement.

Knowledge of procurement laws, regulations and policies.

Knowledge of English usage, grammar and writing techniques.

Ability to communicate effectively both orally and in writing.

Ability to write commodity and service specification contracts.

Ability to investigate, analyze, negotiate and resolve non-complex commodity and service problems between user agencies and vendors.

Ability to locate sources of supply and to obtain competitive bids

Ability to establish and maintain effective working relationships with vendors and contractors, City agency personnel, associates, and the general public.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and two years of experience in procurement including procurement planning and solicitation preparation, contract development, negotiation and contract administration with specialized expertise in the procurement of at least one of the following: professional services; information technology; utilities; building services; equipment; or commodities.

Equivalencies – Equivalent combination of education and experience

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 5, 2022

Baltimore City Department of Human Resources

MINORITY AND SMALL BUSINESS PURCHASING COORDINATOR

33593

Administrative Division
Management Support Branch
Purchasing, Sales and
Warehousing Group

I. CLASS DEFINITION

A Minority and Small Business Purchasing Coordinator promotes participation of minority and small businesses in the Baltimore City bid purchasing program. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops maximum participation of minority and small businesses in Baltimore City bid purchasing process.

Reviews City purchasing requirements and identifies minority and small business sources of materials and services.

Reviews lists of vendors who receive notifications and insures inclusion of minority and small businesses on list; establishes and maintains an updated list of eligible minority and small businesses.

Consults with small and minority vendors to identify barriers preventing participation in the bidding process and attempts to remove barriers; encourages eligible businesses to obtain Minority Business Enterprise certification; assists in the purchasing bid application process.

Serves as liaison to other agencies that eliminate discrimination barriers.

Contacts vendors during and after bidding process to assist in resolving problems.

Promotes among bureau buying staff and user agencies an understanding of and a sensitivity to the importance of incorporating minority and small business firms in purchasing transactions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques in eliminating purchasing barriers for small business and minority contractors.

Knowledge of the principles and practices of purchasing.

Ability to effectively present ideas orally and in writing.

Ability to establish and maintain effective working relationships with small business and minority contractors and City government officials and personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in purchasing including one year of experience in promoting the participation of small and minority businesses in the bid purchasing process.

Equivalencies - Or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 23, 1985

Baltimore City Department of Human Resources

FIRE SERVICES EDUCATION SPECIALIST

Class Code
33620

Salary
Grade 906 ($50,694 - $80,988)

I. CLASS DEFINITION

A Fire Services Education Specialist develops all online and classroom training required to meet annual compliance and competency needs of the Fire department.

Work of this class involves no supervisory duties or responsibilities. Incumbents receive moderate supervision from a technical superior. Employees in this class work four 10 hour days. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Develop all online training required to meet annual compliance and competency needs of the department.

Produce any and all required video and audio for the online courses.

Develop and monitor testing and the results for these classes.

Ensure all department members complete the required compliance and competency courses.

Evaluate the effectiveness and completion rates of such courses via written reports.

Develop online continuing education programs for civilian and uniformed members of the Fire department in the areas of Human Resources, employee behavior, rules and regulations.

Produce any associated media and test banks for these courses.

Monitor effectiveness and results of these programs by providing findings via verbal and written reports.

Develop and obtain approval of Professional Development classes for department instructors.

Develop evaluation tools for these courses.

Provide feedback to Instructors on their teaching methods by in person evaluations.

Consult with and provide advice to Officers and Instructors on teaching and testing techniques for those students that have documented learning disabilities.

Manage training records associated with the online training platform and convey them via written and verbal reports.

Within the platform provide compliance reports. Monitor usage making sure the platform is always available.

Trouble shoot any user issues.

Monitor the longevity of programs, removing and adding as courses come to sunset.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of current techniques and procedures used in the design and development of curriculum.

Knowledge of curriculum and instruction.

Knowledge of current literature, trends and developments in the field.

Knowledge of online training platforms.

Ability to use Microsoft Office.

Ability to communicate effectively both orally and written.

Ability to research, develop, present and promote projects.

Ability to work independently – to prioritize work and meet deadlines.

Ability to evaluate instruction programs and teaching effectiveness.

Ability to interpret data.

Ability to develop and maintain research database that may be utilized to develop and review curriculum.

Ability to coordinate the review/assessment of current curriculum to ensure that course/program is meeting intended objective and requirements.

Ability to prepare instructional material for printing and develop outlines with the necessary basic detail to direct instruction.

Ability to lift and carry up to 50 lbs., bend at the waist, kneel and stand for extended periods of time.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Bachelor's degree in education or related field. Master's degree in Education Administration or Curriculum & Instruction preferred.

Five years' experience classroom teaching, including a minimum of two years in program/curriculum development. Seven years of teaching experience as a Master teacher preferred.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit is required.

NOTE: Within two years must obtain the Maryland Instruction Credential Review Board certification for Instructor Trainer.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: October 25, 2017

Baltimore City Department of Human Resources

COMPENSATION ANALYST I

33622

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Compensation Analyst I, the entry level of this job family, performs moderate to complex professional work that include research, project management of studies that involves typically within a combination of small City agencies in scope and one month target timeframes.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts surveys of classifications, qualifications, salaries and related matters in conjunction with major studies; prepares comprehensive program and study reports and recommendations.

Prepares reports by collecting, organizing and analyzing data from a wide variety of sources and makes recommendations based on findings.

Conducts and analyzes market trends, compensation structure and related policy; reviews compensation adjustments, makes recommendations regarding impact, salary compression and structure; may develop and recommend new grade structure.

Applies compensation-related regulations, policies and procedures; provides clarification and interpretation to agency representatives.

Writes class specifications for a variety of classes of positions; develops job-related education and experience qualifications tested within the marketplace.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of professional and federal guidelines and regulations and their application to compensation.

Knowledge of the principles and practices of compensation and job evaluation.

Skill in compiling and analyzing data from a wide variety of sources, and in exercising sound judgement to make effective recommendations.

Skill in resolving difficult, confidential and sensitive problems with tact and diplomacy.

Ability to interpret, apply and explain compensation policy and procedures to others.

Ability to prepare comprehensive narrative and statistical reports on a variety of matters.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, subject matter experts, consultants and city agency personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Human Resources from an accredited college or university and one year of experience in one of the following fields: compensation, employee selection, or employee relations. The ability to learn and perform in a specialist role (versus generalist). Knowledge of DBM, HAY, or other job evaluation methodologies is helpful.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certifications, e.g., CCP, PHR, SPHR preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 2016

Baltimore City Department of Human Resources

COMPENSATION ANALYST II

33623

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Compensation Analyst II, the full performance level, performs professional work that includes research, analytics, and project management of studies of multiple-size agencies within one to three months' time, and resolves problems associated directly with the agencies.

Work of this class may involve assisting less experienced staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Compensation Analyst I in that assignments and responsibilities are typically more complex and are tracked against productivity standards that require additional experience and skills.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, organizes and implements major classification, compensation and various other management studies, projects and policies; prepares comprehensive narrative, statistical and graphic study reports.

Conducts surveys of classifications, qualifications, salaries and related matters in conjunction with major studies; prepares comprehensive program and study reports and recommendations.

Prepares reports by collecting, organizing and analyzing data from a wide variety of sources and makes recommendations based on findings.

Conducts and analyzes market trends, compensation structure and related policy; reviews compensation adjustments, makes recommendations regarding impact, salary compression and structure; may develop and recommend new grade structure.

Interprets and applies compensation-related regulations, policies and procedures; provides clarification and interpretation to agency representatives.

Writes class specifications for a variety of classes of positions; develops job-related education and experience qualifications tested within the marketplace.

May assign, review, and/or assist less experienced staff to ensure that work is completed in a timely manner and in compliance with standards.

May represent the agency/division at a variety of meetings and Citistat.

Serves as liaison between the Department of Human Resources, the Civil Service Commission, and assigned agencies for classification matters.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of professional and federal guidelines and regulations and their application to compensation.

Knowledge of common business software and its application to human resource functions in compensation.

Knowledge of the principles and practices of compensation and job evaluation.

Skill in compiling and analyzing data from a wide variety of sources, and in exercising sound judgement to make effective recommendations.

Skill in resolving difficult, confidential and sensitive problems with tact and diplomacy.

Ability to interpret, apply and explain compensation policy and procedures to others.

Ability to prepare comprehensive narrative and statistical reports on a variety of matters.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, subject matter experts, consultants and city agency personnel.

Ability to analyze and recommend the restructuring of organizations, positions and management and administrative procedures.

Ability to conduct extensive surveys of classifications, qualifications and salary.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Human Resources, Finance, Business, Accounting or related field from an accredited college or university and one year of technical specialist experience in job evaluation, project management, or compensation design or two years' professional level analytical

experience in human resources, compensation, finance or business related field. Experience with DBM, HAY, or other job evaluation methodologies is preferred. Experience using Workday is preferred.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES
Certifications, e.g., CCP, PHR, SPHR preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 2016

REVISED: March 6, 2020 (M.Q. change)
April 1, 2021 (M.Q. update)

Baltimore City Department of Human Resources

COMPENSATION ANALYST III

33624

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Compensation Analyst III, the senior experienced level, performs complex professional work that includes research, analytics, and project management of studies of Citywide scope and within annual time perimeters, and resolves problems escalated to the executive ranks.

Work of this class may involve leading professional, paraprofessional and clerical staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Compensation Analyst II in that assignments and responsibilities are typically more complex and are tracked for executive escalation, and require additional experience and skills.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, organizes and implements major classification, compensation and various other management studies, projects and policies; prepares comprehensive narrative, statistical and graphic study reports.

Conducts surveys of classifications, qualifications, salaries and related matters in conjunction with major studies; prepares comprehensive program and study reports and recommendations.

Prepares reports by collecting, organizing and analyzing data from a wide variety of sources and makes recommendations based on findings.

Analyzes market trends, compensation structure and related policy; reviews compensation adjustments, makes recommendations regarding impact, salary compression and structure; may develop and recommend new grade structure.

Keeps abreast of current developments in position classification and compensation administration.

Analyzes policy and procedures, surveys best practices, determines potential impact and recommends course of action to superior; may draft policy and procedural documentation.

Interprets and applies compensation-related regulations, policies and procedures; provides clarification and interpretation to agency representatives.

May assign, review, and/or assist less experienced staff to ensure that work is completed in a timely manner and in compliance with standards.

May represent the agency/division at a variety of meetings and Citistat.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of professional and federal guidelines and regulations and their application to compensation.

Knowledge of common business software and its application to human resource functions in compensation.

Knowledge of the principles and practices of compensation and job evaluation.

Skill in compiling and analyzing data from a wide variety of sources, and in exercising sound judgement to make effective recommendations.

Skill in resolving difficult, confidential and sensitive problems with tact and diplomacy.

Ability to interpret, apply and explain compensation policy and procedures to others.

Ability to prepare comprehensive narrative and statistical reports on a variety of matters.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, subject matter experts, consultants and city agency personnel.

Ability to analyze and recommend the restructuring of organizations, positions and management and administrative procedures.

Ability to conduct extensive surveys of classifications, qualifications and salary.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Human Resources from an accredited college or university and three years of technical specialist experience in job evaluation, project management, or compensation design or three years professional level analytical experience in job evaluation, project management or compensation design. Experience with DBM, HAY, or other job evaluation methodologies is preferred.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES
Certifications, e.g., CCP, PHR, SPHR preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 2016
March 6, 2020 (M.Q. change)

Baltimore City Department of Human Resources

COMPENSATION MANAGER

33625

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

The Compensation Manager directs and coordinates the activities of the classification section in the Classification and Compensation Division of the Department of Human Resources. The work of this class involves supervising the activities of Compensation Analysts.

Incumbents receive managerial supervision from the Division Chief. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Manage the day-to-day activities of the compensation analysts; includes hire, coach, and develop employees.

Review the effectiveness of existing compensation policies, guidelines, and procedures, recommending plan revisions as well as new plans which support the City's compensation target and are both cost effective and consistent with market trends.

Advise agency management on pay decisions, policy and guideline interpretation, and job evaluation, including the design of creative solutions to specific compensation-related programs.

Through audits, reports and administration, ensure that the company's compensation programs are consistently administered and in compliance with Baltimore City policies and government regulations.

Stays abreast of local market practices, trends and requirements to ensure market competitiveness, sound financially and legally compliant.

Manage the documentation and tracking of sales incentive plans and ensures sales offers adhere to established policies and terms.

Build, develop, and maintain salary structures.

Conduct and participate in salary surveys to ensure market competitive pay programs.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Thorough knowledge of compensation infrastructure set up and development.

Working knowledge of operational project management theory and practices.

Working knowledge of Microsoft Excel, Word, and PowerPoint.

Working knowledge of strategic planning applying sound business skills, analytical ability, good judgment, and strong operational focus.

Excellent customer service skills.

Strong analytical and problem-solving skills.

Effective interpersonal and verbal and written communication skills.

Excellent organizational skills and initiative to improve processes.

Ability to solve complex problems and communicate with clarity.

Ability to self-start with the ability to multitask, prioritize effectively, and integrate with the rest of the team in a fast paced progressive environment.

Ability to consult with colleagues to identify issues, determine potential solutions, and analyze the impact on the broader organization.

Ability to assess a situation, ask clarifying questions, and present a creative solution to the issue at hand.

Ability to strategically plan and identify issues and bring about resolution.

Ability to handle sensitive information with the highest degree of integrity and confidentiality.

Ability to work with a high level of independence while directing the work of a team.

Ability to prioritize and multi-task and meet tight deadlines.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Human Resources from an accredited college or university and five years of experience in job evaluation and compensation design, policies, and practices that includes two years of experience supervising compensation analysts. Experience with DBM and/or HAY job evaluation systems and experience working in government preferred.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certifications, e.g., CCP, PHR, SPHR preferred.

NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 26, 2016

Baltimore City Department of Human Resources

HRIS ANALYST

33626

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An HRIS Analyst performs a wide range of workforce analytics and administrative support functions; extracts models, analyzes and reports on human resource demographics and workforce trending for the Department of Human Resources. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evenings and weekend work as required. Work is performed in an office setting where employees are exposed to normal working conditions. Work requires minimal physical exertion.

II DISTINGUISHING FEATURES OF THE WORK

Not applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions of the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency).

Conducts studies, surveys and research projects and develops data collection procedures and forms, survey methodology, sampling criteria and data analysis techniques; designs, runs and compiles complex queries to extract a wide variety of demographic and human resources metrics from HRIS and other sources for the purpose of identifying workforce trends to support strategic planning on a Citywide and Agency basis.

Organizes, evaluates, analyzes and interprets statistical data from a wide variety of sources to identify key trends and determine the significance and reliability of data for use in strategic planning; arranges data in spreadsheets, performs calculations, determines percentages and ratios.

Prepares statistical and narrative reports to communicate findings to agency management and senior City administrators; recommends improved metric measures or calculations to capture key performance indicators.

Conducts audits of transactions entered into HRIS to ensure data integrity; verifies transactions and authorizes processing in compliance with Civil Service Rules and City policy.

Responds to inquiries from human resources representatives, investigates technical issues and counsels HR staff on correct procedures and City administrative policies pertaining to HR and eTime transactions; troubleshoots and advises HR representatives of issues and measures for resolution. Logs issues and follows up to ensure resolution or retraining.

Develops training plans and training documents; trains HR Representatives and others in human resources metrics, metric reporting and utilization of HRIS, eTime, and Reporting systems.

May participate in strategic workforce planning; develops scenario modeling for use in impact analysis and decision making; interpreting data and answering complex questions for senior staff.

Serves as member of project team for new or updated HR application software features; conducts user acceptance testing and prepares documentation and assists in implementation and maintenance.

Communicates HRIS enhancements and changes to required metric reporting criteria to Agency HR Representatives; answers questions and interprets findings as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the structure, control requirements and records administration within a human resource information systems environment.

Knowledge of research techniques and methodology.

Knowledge of data collection techniques; and the procedures in conducting data and statistical studies.

Knowledge of the techniques of preparing data and statistical reports and developing forms for data and statistical studies.

Skill in organizing and analyzing data and statistics from a wide variety of sources.

Skill in the generation and analysis of metrics for all phases of human resources administration and workforce planning.

Skill in the explanation of technical processes and complex operations to end users.

Skill in planning, developing and conducting a specialized complex training programs,.

Ability to interpret and apply human resource rules and policies as they relate to HRIS transactions.

Ability to communicate clearly and effectively and to motivate others to achieve desired outcomes.

Ability to establish and maintain effective working relationships with vendors, coworkers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in compiling data for statistical analysis; developing HRIS queries or conducting training in HRIS or time and attendance systems.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 22, 2013

Baltimore City Department of Human Resources

HRIS SPECIALIST

33627

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An HRIS Specialist provides technical and administrative support to the testing, implementation and maintenance of Baltimore City's human resources information system (HRIS) in the Department of Human Resources and serves as a liaison between the Department and agency Human Resource representatives and the information technology department and vendors. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evenings and weekend work as required. Work is performed in an office setting where employees are exposed to normal working conditions. Work requires minimal physical exertion.

II DISTINGUISHING FEATURES OF THE WORK

Not applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions of the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency).

Conducts audits of transactions entered into HRIS to ensure data integrity; verifies transactions and authorizes processing in compliance with Civil Service Rules and City policy; troubleshoots and advises HR representatives of issues and measures for resolution; identifies and researches potential system issues and addresses with vendor.

Responds to inquiries from human resources representatives, investigates technical issues and counsels HR staff on correct procedures and City administrative policies pertaining to personnel transactions.

Evaluates the impact of proposed changes or new purchases in hardware, software and hosted applications IT services on existing applications and operations; conducts workflow analysis and makes recommendations and coordinates the purchase and implementation.

Provides technical support including problem diagnosis, analysis and resolution for a variety of network, hardware, software and systems operation problems; conducts repairs, performs preventive maintenance or coordinates vendor services; interfaces with vendors and consultants to maintain current licensing and resolve technical issues.

Runs reports to extract data from HRIS and recruitment systems regarding applicants, demographics, salary, positions, and other metrics as required; may develop queries.

Maintains agency internal and external web presence; updates content provided by HR staff and coordinates the publication with the Mayor's Office of Information Technology.

Serves as member of project team for new or updated HR application software features; conducts user acceptance testing and prepares documentation and assists in implementation.

Maintains servers, switches and connectivity between the Department of Human Resources, the Mayor's Office of Information Technology and third party vendors; ensures successful transmission of inbound and outbound interfaces with vendors and clients.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the structure, control requirements and records administration within a human resource information systems environment.

Knowledge of the principles and practices of network administration, server maintenance and personal computer configuration.

Skill in the explanation of technical processes and complex operations to end users.

Skill in the installation, configuration and maintenance of Microsoft products and operating systems.

Ability to interpret and apply human resource rules and policies as they relate to HRIS transactions.

Ability to communicate clearly and effectively and to motivate others to achieve desired outcomes.

Ability to establish and maintain effective working relationships with vendors, coworkers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate degree from an accredited college or university and five years of experience in computer operations including three years in HRIS support.

Equivalencies – An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Microsoft MSCE certification or industry equivalent.

NOTE: Those eligibles who are under final consideration for appointment positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 22, 2013

Baltimore City Department of Human Resources

HR SPECIALIST I

33628

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An HR Specialist I performs employee selection, classification and compensation or employee benefits work of a limited nature. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of HR Specialist II in that it involves employee selection, classification and compensation or employee benefits duties of a limited nature; however, employees in the class of HR Specialist I will have an opportunity to perform a full range of public personnel duties on occasion.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With direction, drafts outlines for examinations based on requirements of jobs; rates routine examinations and recommends weights for the various examination sections, employing standardized validation techniques.

Writes examination announcements; reviews applications to check the qualifications of examination candidates for conformance to education and experience requirements in examination announcements.

Under direction, reviews positions for classification and classes for pay; collects background data on positions and classifications; interviews employees and their superiors to obtain information on duties, responsibilities and organization; writes correspondence on classification, position allocation and pay actions; drafts and reviews class specifications according to class requirements and concepts and class evaluation factors.

Contacts cities, private business firms and other private and public organizations for the purpose of obtaining classification and compensation information.

Provides information to employees and retirees on changes in the benefits program.

Answers inquiries from city employees regarding benefits and advises on the completion of insurance applications and claim forms.

Serves as a liaison between City retirees and insurance providers in order to facilitate problem resolution between the various health and Medicare pharmacy plans.

Reviews eligibility and enrollment retiree reports for accuracy; coordinates the termination of the retiree's commercial prescription drug coverage and assists with the enrollment into the Medicare Part D prescription drug plans and dis-enrollment from the Medicare Part D pharmacy plans.

Compiles and prepares a variety of required City and Federal statistical and narrative reports.

Conduct presentations throughout the City regarding pharmacy plans, and Federal Medicare Part D pharmacy plan for city retirees.

Under direction, represents the City of Baltimore at the State unemployment hearings to present the City's position and documents unemployment claims.

Assists in the coordination of case and witness preparation with other City agencies for unemployment hearings; investigates, analyzes and documents unemployment insurance cases to determine validity of claims.

Confers with other departmental employees, supervisors and city officials regarding routine personnel matters.

Collects and compiles data, performs limited statistical analysis of data and prepares a variety of reports and correspondence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English usage, grammar and writing techniques.

Knowledge of the basic principles and practices of personnel administration.

Knowledge of terminology and job content of a variety of occupations.

Ability to prepare reports and correspondence.

Ability to collect and compile data using basic statistical analysis.

Ability to analyze unemployment insurance claims cases to determine their validity.

Ability to communicate effectively orally and in writing.

Ability to analyze facts and to exercise sound judgement.

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

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and one-year of experience in one of the following fields: employee selection, position classification and compensation or employee benefits work.

Equivalencies - One year of graduate course work in psychology, personnel administration, business administration, public administration, public policy or statistics from an accredited college or university may be substituted for the experience requirement on a year for year basis. Additional experience in employee selection, position classification and compensation, employee benefits, training/organizational development or human resource administration may be substituted for the required education on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994

REVISED: October 16, 2002 (title changed)
June 12, 2004
August 14, 2009 (expansion of job duties)
September 4, 2009 (MQ change)
May 29, 2013 (Title Change)

Baltimore City Department of Human Resources

HR SPECIALIST II

33629

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An HR Specialist II performs developmental professional staff work at the full performance level in the areas of employee selection, classification and compensation or employee benefits. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of HR Specialist I in that it involves a considerable amount of independent evaluative thinking.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Employee Selection:
Gathers job analysis data; writes and assembles complete examinations in specific occupational fields based on examination outlines approved by a supervisor and correlates findings made through job studies with examination outlines.

Rates examinations and examination sections including essay and training and experience responses; establishes internal weights, on occasion, and recommends critical scores; reviews statistical analysis to recommend the establishment of proper examination cutoff points.

Validates test items, tests and entire examinations or proposes methods by which such validation may be accomplished.

Administers a variety of selection instruments.

Verifies and updates examination announcements prior to posting.

Writes examination announcements and develops recruitment plans; reviews employment applications to verify conformance of qualifications of examination candidates with minimum qualifications listed in the examination announcements; receives, responds to and handles candidate appeals of disqualification in a courteous and tactful manner.

Develops test documentation and writes technical reports and correspondence.

Represents Baltimore City at recruitment events; counsels job applicants regarding the recruitment process and possible employment opportunities; provides employment information to potential applicants by telephone or in person.

Provides assistance to agency personnel with the evaluation process, recruitment activities and employment advertising.

Audits agency evaluation of agency-specific applications to ensure compliance with education, experience and license requirements.

Performs related work as required.

Classification and Compensation:
Creates classifications, classifies positions and recommends salaries.

Reviews requests for classification, position allocation and pay action in assigned departmental and occupational areas; analyzes collected and compiled audit data and recommends the classification of positions.

Conducts classification studies of individual positions and recommends appropriate classification of positions.

Gathers and analyzes compensation data; recommends and justifies equitable compensation levels for classes.

Writes class specifications for a variety of classes of positions; develops job-related education and experience qualifications.

Plans, organizes and conducts classification studies and writes study reports based on findings.

Conducts position audits for and recommends out-of-title pay.

Conducts and participates in salary surveys and preliminary analysis of salary data; utilizes automated data processing applications to store, analyze and display salary data.

Serves as liaison between the Department of Human Resources, the Civil Service Commission and assigned agencies in classification matters.

Performs related work as required.

Employee Benefits:
Confers with departmental officials, City employees, insurance carriers and others to resolve problems relating to insurance coverage or claims.

Assigns and reviews the work of lower level employee benefits and office support personnel.

Serves as a liaison between City retirees and insurance providers in order to facilitate problem resolution between the various health and Medicare pharmacy plans.

Reviews eligibility and enrollment retiree reports for accuracy; coordinates the termination of the retiree's commercial prescription drug coverage and assists with the enrollment into the Medicare Part D prescription drug plans and dis-enrollment from the Medicare Part D pharmacy plans.

Compiles and prepares a variety of required City and Federal statistical and narrative reports.

Conduct presentations throughout the City regarding pharmacy plans, and Federal Medicare Part D pharmacy plan for city retirees.

Examines unemployment claims and makes recommendation to appeal State of Maryland's award of benefits; retrieves documentation from agency regarding claimant's work performance, reason for termination and related materials; gathers and analyzes unemployment compensation data for statistical reporting; represents the City of Baltimore at State Unemployment Insurance hearings.

Oversees the dissemination of information to agency representatives, City employees and retirees on changes in benefits programs and laws; plans and conducts informal sessions.

Recommends changes in office procedures and participates in the development of proposals for revisions in benefit packages and new employee benefit programs.

Monitors and ensures the effective use and maintenance of a computerized record system.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to gather and analyze data and to exercise sound judgement in arriving at conclusions.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, employees, City officials, the public and others.

Employee Selection:
Knowledge of the specialized professional and legal standards applied in the positive recruitment and selection of public employees.

Skill in handling irate or hostile callers with tact and diplomacy

Ability to apply recruitment and examination principles and techniques.

Ability to deal tactfully and efficiently with other employees and the public

Classification and Compensation:
Knowledge of the specialized standards applied in determining the classification and allocation of positions in public employment.

Knowledge of the basic techniques of salary and wage administration.

Ability to understand and apply classification and compensation principles and techniques.

Ability to collect classification data and analyze for organizational sufficiency.

Employee Benefits:
Knowledge of the practices and procedures of employee benefits program administration.

Knowledge of legal requirements and current developments in the field of employee benefits.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and three years of experience in human resources in one of the following fields: employee selection, position classification and compensation or employee benefits.

Equivalencies - Graduate course work in psychology, personnel administration, business administration, public administration, public policy or statistics from an accredited college or university may be substituted for the experience requirement on a year for year basis. Additional experience in employee selection, position classification and compensation, employee benefits, training/organizational development or human resource administration may be substituted for the required education on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994
REVISED: May 1, 1997
October 16, 2002 (title changed)
June 12, 2004
June 24, 2008
August 14, 2009 (expansion of job duties)
September 4, 2009 (MQ change)
May 29, 2013 (Title Change)

Baltimore City Department of Human Resources

HR SPECIALIST III

33630

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An HR Specialist III performs complex professional work and coordinates studies, programs, operations and administrative functions in classification and compensation, employment test development or employee recruitment and selection. Work of this class involves leading professional, paraprofessional and clerical staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening or weekend work as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of an HR Specialist II in that involves assigning and reviewing the work of others and performing complex work in coordinating studies and administering programs that require comprehensive planning and organization and extensive agency liaison work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore City Department of Human Resources, performs complex human resources work in coordinating large studies, programs, and administrative operations in the specialized areas of classification and compensation, employment test development or employee recruitment.

Analyzes policy and procedures, surveys best practices, determines potential impact and recommends course of action to superior; may draft policy and procedural documentation.

Develops curriculum and instructional materials and conducts training in position classification and compensation, test development and administration or employee recruitment and selection for new employees and human resources staff in other agencies.

Interprets and applies regulations, policies and procedures; provides clarification and interpretation of policies to agency representatives, employees and the general public.

May develop, design, execute and revise computerization of division functions and operations and instruct others in the use of new or revised systems; utilizes common business software to maintain records, compile statistics, prepare documents and presentations.

Assigns and reviews the work of professional, paraprofessional and office support personnel; ensures that work is completed in a timely manner and in compliance with standards.

Represents the agency at a variety of meetings and Citistat, acts for superior on occasion.

Performs related work as required.

In the Classification and Compensation Division of the Department of Human Resources:
Plans, organizes and implements major classification, compensation and various other management studies, projects and policies; prepares comprehensive narrative, statistical and graphic study reports.

Conducts surveys of classifications, qualifications, salaries and related matters in conjunction with major studies; prepares comprehensive program and study reports and recommendations.

Prepares reports by collecting, organizing and analyzing data from a wide variety of sources and makes recommendations based on findings.

Analyzes market trends, compensation structure and related policy; reviews compensation adjustments, makes recommendations regarding impact, salary compression and structure; may develop and recommend new grade structure.

Keeps abreast of current developments in position classification and compensation administration.

In the Test Development Division of the Department of Human Resources:
Researches and prepares comprehensive occupational employment tests designed to validate and measure potential job candidate's educational and work experience in order to determine their suitability to perform specific occupational work.

Schedules and administers public employment tests; oversees monitors assisting in the test administration; investigates and approves appropriate test sites; schedules tests, as to time and location; reschedules individuals for testing due to compelling and legitimate personal reasons and situations.

Meets with and gathers pertinent information from occupational subject matter experts and consultants in order to develop new tests and revise existing ones.

Maintains security of test documents and materials; authorizes the destruction of obsolete test materials.

Calculates adverse impact standards and sets passing cut-off points on tests.

In the Recruitment Division of the Department of Human Resources:
Develops recruitment strategies and plans to attract qualified candidates in technical, specialized and hard-to-recruit occupations to meet agencies' needs.

Reviews employment applications to verify conformance of qualifications of examination candidates with education, experience and licensure requirements.

Contacts subject matter experts, educational representatives and licensing agencies to research current standards of education, experience and license; utilizes information to develop evaluation standards.

Coordinates with classification division to discuss revisions in specifications to improve quality of candidates and to reflect current occupational standards, licensing etc.

Counsels agencies on recruitment and advertisement strategies to attract maximum number of highly qualified candidates.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of professional and federal guidelines and regulations and their application to the area of wage and salary administration, test development, or employment recruitment and selection.

Knowledge of common business software and its application to human resource functions in the areas of classification and compensation, test development or recruitment and selection.

Skill in compiling and analyzing data from a wide variety of sources, and in exercising sound judgement to make effective recommendations.

Skill in resolving difficult, confidential and sensitive problems with tact and diplomacy.

Ability to interpret, apply and explain human resources policy and procedures to others.

Ability to prepare comprehensive narrative and statistical reports on a variety of matters.

Ability to maintain accurate records and prepare reports.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, associates, subject matter experts, consultants and city agency personnel.
Administrative ability.

Ability to schedule, assign and review the work of others.

In the Classification and Compensation Division of the Department of Human Resources:
Knowledge of the principles and practices of position classification and salary administration.

Ability to analyze and recommend the restructuring of organizations, positions and management and administrative procedures.

Ability to conduct extensive surveys of classifications, qualifications and salary.

In the Test Development Division of the Department of Human Resources:
Knowledge of the principles and practices of employment test development and test processing.

Ability to coordinate the operations and activities of a public sector employment test development unit and to oversee and administer large employment tests to City employees and the general public.

Ability to research and analyze occupational job duties and educational and work experience in order to develop a core matrix of pertinent employment test development questions and their attendant answers.

Ability to develop written, oral, performance and other types of employment tests and examinations.

In the Recruitment Division of the Department of Human Resources:
Knowledge of the principles and practices of employee recruitment and selection.

Ability to analyze applications and evaluate for compliance with minimum education, experience and licensing qualifications

Ability to develop recruitment strategies for technical, specialized or hard-to-recruit occupations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and four years of professional human resources experience in position classification and compensation, employment test development or employee recruitment.

Equivalencies - Graduate course work in psychology, personnel administration, business administration, public administration, public policy or statistics from an accredited college or university may be substituted for the experience requirement on a year for year basis. Additional professional experience in position classification and compensation, employment test development, employee recruitment, training/organizational development or human resource administration may be substituted for the required education on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994
REVISED: April 11, 2001
October 16, 2002 (title change)
January 2, 2002
June 12, 2004
September 4, 2009 (MQ change)
May 29, 2013 (Title Change)

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST I

33646

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefit Analyst I provides a full range of retirement plan assistance such as benefits counseling, determining benefits eligibility and calculating benefits to sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst II in that it does not perform complex retirement plan benefits eligibility and benefits calculations work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement Systems, in accordance with the rules and provisions of various City retirement ordinance and systems (Fire and Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels sworn retirement systems members, family members and members beneficiaries; explains and answers questions concerning death benefits, disability benefits, pension plans and options and retirement plans.

Confers with sworn City employees, retirees and others to resolve problems involving various retirement benefits.

Makes eligibility determinations for retirement, death and disability benefits based on applicable City retirement plans and related ordinances.

Calculates service credits for the awarding of various service, disability and death benefits; reviews a sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; may compute years of service on cases involving multiple periods of service and membership in different retirement plans, intragovernmental transfers, military credit and missing time; and maintains and updates retiree files.

Reviews and interprets Worker's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirements and calculates benefit offsets.

Assists in preparing materials for retirement education programs and workshops.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments for tax purposes to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized records system to search for and maintain employee retirement benefits records and files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform statistical work and mathematical calculations.

Ability to communicate effectively, both orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with sworn City employees, retirees and their families, City personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work, investment planning work or a related field.

Equivalencies – A Masters degree may be substituted for the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program.) certification may be substituted for the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST II

33647

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Analyst II provides complex retirement plan assistance to sworn City employees involving benefits counseling, determining benefits eligibility and calculating benefits of sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive minimal supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst I in that it involves performing a wide range of complex retirement plan assistance work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement System, interprets the rules and provisions of various City retirement ordinances and systems (Fire, Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels retirement system members, family members and members beneficiaries on complex, multi-pension system and sensitive retirement matters; explains and answers questions on retirement plans and benefits options.

Confers with department personnel officials, sworn City employees, retirees and others to resolve complicated and sensitive problems involving retirement benefits.

Makes complex and multi -pension system eligibility determinations for retirement, death and disability benefits based on applicable City retirement and related ordinances.

Computes years of service on complex and multi-pension system cases involving multiple periods of service and membership in different retirement plans, intragovermental transfers, military credit and missing time; reviews sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; calculates annuity payments and updates retiree files.

Reviews and interprets Workmen's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirees and calculates benefit offsets.

Participates in retirement education programs and workshops for sworn City employees, conducts sessions and prepares materials.

May testify in court proceeding on specific case benefits; compiles documentation and prepares estimates of various benefit option payments for specific cases for presentation in court proceedings.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized record system to search for and maintain employee retirement benefits records.

Recommends changes in procedures, assists in the development of internal processing procedures and forms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform complex statistical work and mathematical calculations.

Ability to communicate effectively orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve complex retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with City employees, retirees and their families, City agency personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work or investment planning work or a related field.

Equivalencies – A Master's degree may be substituted for one year of the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program) certification may also be substituted for one year of the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

RETIREMENT ANALYST I

33633

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefit Analyst I provides a full range of retirement plan assistance such as benefits counseling, determining benefits eligibility and calculating benefits to sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst II in that it does not perform complex retirement plan benefits eligibility and benefits calculations work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement Systems, in accordance with the rules and provisions of various City retirement ordinance and systems (Fire and Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels sworn retirement systems members, family members and members beneficiaries; explains and answers questions concerning death benefits, disability benefits, pension plans and options and retirement plans.

Confers with sworn City employees, retirees and others to resolve problems involving various retirement benefits.

Makes eligibility determinations for retirement, death and disability benefits based on applicable City retirement plans and related ordinances.

Calculates service credits for the awarding of various service, disability and death benefits; reviews a sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; may compute years of service on cases involving multiple periods of service and membership in different retirement plans, intragovernmental transfers, military credit and missing time; and maintains and updates retiree files.

Reviews and interprets Worker's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirements and calculates benefit offsets.

Assists in preparing materials for retirement education programs and workshops.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments for tax purposes to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized records system to search for and maintain employee retirement benefits records and files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform statistical work and mathematical calculations.

Ability to communicate effectively, both orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with sworn City employees, retirees and their families, City personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work, investment planning work or a related field.

Equivalencies – A Masters degree may be substituted for the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program.) certification may be substituted for the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 28, 2020

Baltimore City Department of Human Resources

RETIREMENT ANALYST II

33634

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Analyst II provides complex retirement plan assistance to sworn City employees involving benefits counseling, determining benefits eligibility and calculating benefits of sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive minimal supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst I in that it involves performing a wide range of complex retirement plan assistance work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement System, interprets the rules and provisions of various City retirement ordinances and systems (Fire, Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels retirement system members, family members and members beneficiaries on complex, multi-pension system and sensitive retirement matters; explains and answers questions on retirement plans and benefits options.

Confers with department personnel officials, sworn City employees, retirees and others to resolve complicated and sensitive problems involving retirement benefits.

Makes complex and multi -pension system eligibility determinations for retirement, death and disability benefits based on applicable City retirement and related ordinances.

Computes years of service on complex and multi-pension system cases involving multiple periods of service and membership in different retirement plans, intragovermental transfers, military credit and missing time; reviews sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; calculates annuity payments and updates retiree files.

Reviews and interprets Workmen's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirees and calculates benefit offsets.

Participates in retirement education programs and workshops for sworn City employees, conducts sessions and prepares materials.

May testify in court proceeding on specific case benefits; compiles documentation and prepares estimates of various benefit option payments for specific cases for presentation in court proceedings.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized record system to search for and maintain employee retirement benefits records.

Recommends changes in procedures, assists in the development of internal processing procedures and forms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform complex statistical work and mathematical calculations.

Ability to communicate effectively orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve complex retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with City employees, retirees and their families, City agency personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work or investment planning work or a related field.

Equivalencies – A Master's degree may be substituted for one year of the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program) certification may also be substituted for one year of the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 28, 2020

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST SUPERVISOR

33649

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Analyst Supervisor oversees the work of providing retirement plan assistance to sworn City employees, participates in retirement administration and performs special retirement system projects. Work of this class involves supervising fire and police benefits analysts and medical claims processing personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Manager in that it supervises the activities of Fire & Police Benefits Analysts and medical claims processing work units within the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Retirement Benefits Section of the Fire & Police Employees' Retirement System, oversees the work of a benefits analysts and medical claims processing units.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate personnel performing retirement benefit analysis and disability and death medical claims processing work.

Consults with City officials, the City retirement actuary and others on the development, interpretation, and implementation of Local, State and Federal retirement laws and analyzes impact on the City's retirement system (Fire and Police).

Meets with City officials, sworn employees, retirees, legal counsel and others to explain and resolve problems relating to retirement benefits and death and disability claims; informs and elicits information from departmental officials, sworn employees and others regarding the retirement system (Fire and Police).

Assists agency legal counsel in researching City and State codes for applicable statutes and legal opinions affecting benefit structure and calculations.

Participates with superiors in interpreting and implementing legislation enacted by the City Council that affects various retirement benefits structure and calculations.

Revises administrative procedures to expedite the accurate and timely processing of claims.

Trains benefit analysts on the various retirement plan provisions and on the methods and procedures employed in computing pensions, adjustments and other benefits; instructs analysts in interview techniques; advises staff members on changes affecting the retirement benefits systems.

Implements new retirement legislation and develops forms and procedures for use in determining and processing benefits.

May participate in the development of local, state and federal retirement legislation; analyzes the impact of proposed legislation on city retirement systems.

Plans and conducts seminars and classes on City retirement benefits plans and options.

Writes special reports relating to various aspects of the City's retirement benefits systems.

Testifies at court proceedings about retirement laws and benefits.

Prepares material for and participates in retirement education programs and workshops and conducts seminars and classes on the various City retirement systems.

Performs retirement counseling in complex and sensitive cases.

Acts as liaison with the State and City government regarding reciprocity in benefits transfers.

Represents the agency in meetings with City, State and Federal officials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Knowledge of City pension systems, ordinances, policies and procedures.

Skill in computing retirement, death and disability benefits.

Skill in the interpretation and use of actuarial tables.

Ability to direct and coordinate the operations and work of a retirement benefits section.

Ability to resolve sensitive and complex retirement benefits claims cases.

Ability to perform statistical work and mathematical calculations.

Ability to communicate effectively, both orally and in writing.

Ability to write complex and detailed narrative retirement benefits case reports.

Ability to establish and maintain effective working relationships with employees, retirees and their families, City and other governmental officials, actuaries and others.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in employee benefits analysis work, retirement benefits analysis work, fiscal analysis work, actuarial work or investment planning work or a related field, three years of which must be in retirement benefits analysis work.

Equivalencies - A Master’s degree may be substituted for one year of the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program) certification may be substituted for one year of the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS MANAGER

33650

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Manager plans, directs and coordinates the activities and operations of the retirement benefits section of the Fire and Police Employees' Retirement Systems. Work of this class involves directing the activities of retirement benefits and medical claims processing work units.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst Supervisor in that it oversees, directs and coordinates the operations and activities of all retirement benefits and medical claims processing work units within the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems through subordinate supervisors.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems, plans, directs and coordinates the activities and operations involved in the processing and resolution of all sworn City retirement claims in the various City employee retirement plans (Fire and Police); directs and coordinates the investigation and processing of all sworn City employee disability benefits and death benefits claims through subordinate Retirement Benefits Analyst Supervisors.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate retirement benefits analyst supervisors in the Retirement Benefits section.

Consults with City department heads, elected City officials, Employees' Retirement Systems trustees, the Chairman of the Panel of Hearing Examiners, hearing examiners and others on the development, interpretation and implementation of City, State and Federal employee retirement laws and statutes.

Investigates, analyzes and reports on the impact of proposed legislation on the policies, activities and operations of the City's Fire & Police Employees' Retirement Systems.

Directs the implementation of new and revised retirement legislation: develops policies, procedures and forms used in determining and processing new and revised retirement, disability and death benefits; advises retirement benefits section staff, sworn City employees and retirees and their families on changes affecting the various retirement plans within the City retirement system.

Plans, conducts and participates in meetings and seminars with City officials, sworn City employees, union representatives, legal counsel and others to explain and resolve problems relating to the various retirement plans, disability and death benefits; develops educational and promotional brochures and related materials.

Maintains liaison with retirement staff and officials of local governmental jurisdictions and the State of Maryland in order to analyze and project the impact of State and Federal retirement laws on the City retirement system; consults with the agency legal counsel on the impact of legislation on the City retirement system.

Participates with subordinate supervisors and staff in researching and resolving complex and sensitive problems relating to individual or group retirement, disability and death benefits; composes sensitive correspondence to City officials, sworn City employees, retirees and their families and lawyers detailing retirement, disability and death benefits case problems and resolutions.

Advises the Retirement Systems Administrator on the activities, operations, policies and procedures of the retirement benefits section and recommends changes.

Oversees the maintenance and updating of all sworn City employee and retiree files and case histories to ensure that they are current and up-to-date.

Represents the Fire & Police Employees' Retirement Systems on Citywide committees.

Directs the training of retirement benefits analyst, medical claims processing, office support staff and retirement benefits interns assigned to the section.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans, statutes and legislation.

Knowledge of the principles and practices of administration.

Knowledge of current developments in the field of retirement benefits.

Skill in computing retirement, disability and death benefits.

Ability to review, research and analyze complex legislation dealing with retirement systems and project the impact on the City retirement system and its operations.

Ability to direct and coordinate the operations and activities of a retirement benefits section in a large governmental employees' retirement system.

Ability to interpret and use actuarial tables.

Ability to perform detailed statistical work and mathematical calculations.

Ability to establish and maintain effective working relationships with City officials, various Employees' Retirement Systems Boards of Trustees and their members, actuaries, local and state government retirement systems officials, union representatives, personnel officers, attorneys, sworn City employees, City retirees and their families.

Ability to communicate effectively, both orally and in writing.

Ability to resolve complex and sensitive retirement, disability and death benefits case problems with tact and diplomacy.

Ability to write complex and detailed narrative reports on retirement cases, section problems and the impact of legislation on the City retirement system.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in retirement or employee benefits analysis or administration work, fiscal analysis or administration, actuarial work or investment planning work or a related field with three years of which must be in retirement benefits analysis work or administration work and two years of such supervisory experience as evaluating the performance, disciplining and recommending the hiring, firing and promoting of others.

Equivalencies – A Master's degree may be substituted for one year of the non-supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

SAFETY ENFORCEMENT OFFICER I

33641

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Safety Enforcement Officer I, with continual work review, enforces the safety rules and regulations of City government by investigating and correcting the occupational safety practices of City agencies. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and flexible hours. Work is performed at various work sites throughout City government where there are unsafe or unhealthy conditions. Work may require moderate physical exertion including bending, stretching and climbing ladders.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Safety Enforcement Officer II in that it involves the investigation of safety and health hazards requiring limited analysis and the preparation of recommendations that are subject to close review.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates and reports on serious occupational injuries and illnesses; conducts investigations as a result of employee incident reports, reported safety or health hazards, vehicle related safety problems, or requests from agencies; with guidance from superiors determines cause of incidents or hazardous situations, basing determination on investigations and analyses of agency logs of job-related injuries and illnesses.

Participates with others in the inspection of work sites in order to monitor City agencies for occupational health and safety hazards.

Monitors maintenance of City vehicle fleet for abuse and misuse of vehicles and the driving practices of employees using City vehicles; drives throughout the City and observes the condition of the vehicles in use and the driving habits of City employees; conducts random inspections of vehicles at various locations; within specific guidelines, recommends corrective action to agency representatives in order to

eliminate any hazardous situations on work sites or vehicle abuse; advises agencies on requirements for compliance with safety regulations; documents observations and recommendations in reports to City agencies; follows up recommendations by contacting agency representatives to ensure compliance.

Documents findings of investigations, recommendations and compliance work in written reports; with guidance, writes letters with recommendations for submission to agencies.

Periodically updates knowledge of safety laws and regulations relevant to maintaining safety and health standards in the work place.

Conducts in-service seminars with others for agency supervisors regarding safety and health in the work place, responsible use and maintenance of vehicles, their responsibility as supervisors for employees safety and health, and maintenance of work sites and vehicles in accordance with safety regulations.

Conducts basic driver training courses for all City employees who are required to drive City vehicles.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal and State occupational safety and health regulations in the work place and as they pertain to vehicle use.

Ability to determine through observation and discussion with employees the existence of occupational safety or health hazards on the work site and in the use of vehicles.

Ability to analyze facts, identify patterns, draw conclusions and devise measures to correct health and safety hazards.

Ability to evaluate data, compare data to existing standards, draw conclusions and make recommendations.

Ability to express ideas, both orally and in writing.

Ability to gain the cooperation of and cooperate with others.

Ability to deal with City, State and Federal personnel at all levels.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in the investigation and enforcement of occupational safety and health and vehicular regulations in the work place.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: June 30, 1981

REVISED: September 12, 1984
April 29, 1985 (title changed)
August 22, 1996 (license changed)
June 22, 1999

Baltimore City Department of Human Resources

SAFETY ENFORCEMENT OFFICER II

33642

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Safety Enforcement Officer II investigates and enforces the occupational safety and health hazard rules and regulations of City government at City worksites. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and flexible hours. Work is performed at various work sites throughout the City government where there are unsafe or unhealthy conditions. Work may require moderate physical exertion including bending, stretching and climbing ladders.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class differs from that of Safety Enforcement Officer I in that it involves the investigation of a variety of safety and health hazards and the preparation of a broad range of recommendations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates and reports on serious occupational injuries and illnesses; conducts investigations as a result of employee incident reports, reported safety or health hazards, vehicle related safety problems or requests from agencies; with complete independence determines cause of incidents, or hazardous situations, basing determination on investigations which include work site observations, tests and interviews with workers, and analyses of agency logs of job-related injuries and illnesses.

Monitors maintenance of City vehicle fleet for abuse and misuse of vehicles and the driving practices of employees using City vehicles; drives throughout the City and observes the condition of the vehicles in use and the driving habits of City employees; conducts random inspections of vehicles at various locations.

Recommends corrective action to agency representative in order to eliminate any hazardous situations on work sites or as a result of vehicle abuse; advises agencies on requirements for compliance with safety regulations; documents observations and recommendations in reports to City agencies; follows-up recommendations by contacting agency representatives to ensure compliance.

Documents findings of investigations, recommendations and compliance work in written reports; writes letters with recommendations for submission to agencies.

Periodically, updates knowledge of safety laws and regulations relevant to maintaining safety and health standards in the work place.

Conducts in-service seminars for agency supervisors regarding safety and health in the work place, responsible use and maintenance of vehicles, supervisory responsibility for employee safety and health, and maintenance of work sites and vehicles in accordance with safety regulations.

Conducts basic driver training courses for all City employees who are required to drive City vehicles.

May assist in analysis of safety and driving records and other administrative tasks.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal and State occupational safety and health regulations in the work place and as they pertain to vehicle use.

Knowledge of basic training and administrative techniques.

Ability to determine through observation and discussion with employees the existence of safety or health hazards on the work site and the use of vehicles.

Ability to act with independence in safety inspections.

Ability to analyze facts, identify patterns, draw conclusions and devise measures to correct health and safety hazards.

Ability to evaluate data, compare data to existing standards, draw conclusions and make recommendations.

Ability to present and defend findings and recommendations.

Ability to communicate effectively, both orally and in writing.

Ability to gain the cooperation of and cooperate with others.

Ability to establish and maintain effective working relationships with City, State and Federal government personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in the investigation and enforcement of occupational safety and health and vehicular regulations in the work place.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 30, 1981

REVISED: September 12, 1984
April 29, 1985 (title changed)
January 13, 1998
June 22, 1999

Baltimore City Department of Human Resources

SAFETY ENFORCEMENT OFFICER III

33643

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Safety Enforcement Officer III investigates and enforces the occupational safety and health hazard rules and regulations at City work sites and schedules, assigns and reviews the case work of safety enforcement officers. Work of this class involves leading Safety Enforcement Officers, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and flexible hours. Work is performed at various work sites throughout City government where there are unsafe or unhealthy conditions. Work may require moderate physical exertion including bending, stretching and climbing ladders.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Safety Enforcement Officer II in that it involves assigning, reviewing and correcting the work of lower level safety enforcement officers engaged in investigating a variety of safety and health hazard at City government work sites.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews and corrects the safety and health hazard case investigation work of lower level safety enforcement officers.

Schedules safety and health hazard investigation cases; monitors the processing of cases to ensure timely and efficient case investigation and problem resolution.

Advises supervisor on overall case load, case problems and safety and health hazard trends noted in cases; recommends resolutions for high-profile, sensitive or emergency safety and health hazard cases.

Maintains City-wide safety and health hazard case files, records and investigative and abatement reports.

Investigates and reports on serious occupational injuries and illnesses; conducts and leads major investigations as a result of employee incident reports, reported safety or health hazards, vehicle related safety problems or requests from City agencies; independently determines the cause of incidents, or

hazardous situations, based on investigations which include work site observations, tests and interviews with workers, and analyses of agency logs of job-related injuries and illnesses.

Recommends corrective action to City agency representatives in order to eliminate any hazardous situations on work sites or as a result of vehicle abuse; advises City agencies on requirements for compliance with safety regulations; documents observations and recommendations in reports to City agencies; and follows up recommendations by contacting City agency representatives to ensure compliance.

Updates codes and reports on safety laws and regulations relevant to workplace safety and health standards.

Coordinates and conducts safety and health training courses required by Federal and State law for City employees.

Trains subordinate safety enforcement officers.

Writes detailed reports on safety and health hazard findings; reviews reports written by lower level safety enforcement officers.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal (OSHA) and State (MOSHA) safety and health regulations in the work place and as they pertain to vehicle use.

Knowledge of basic training and administrative techniques.

Skill in acting independently in conducting safety investigations.

Skill in presenting and defending findings and recommendations.

Ability to determine through observation and discussion with employees the existence of safety or health hazards on the work site and the use of vehicles.

Ability to analyze facts, identify patterns, draw conclusions and devise measures to correct health and safety hazards.

Ability to evaluate data, compare data to existing standards, draw conclusions and make recommendations.

Ability to schedule and coordinate the investigation and processing of safety and health hazard cases.

Ability to communicate effectively, both orally and in writing.

Ability to assign, review and correct the work of others.

Ability to write detailed reports based on documented findings and observations.

Ability to establish and maintain effective working relationships with City, State and Federal government personnel at all levels.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in the investigation and enforcement of occupational safety and health and vehicular regulations in the work place.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 25, 1998

REVISED: June 22, 1999
September 10, 2009

Baltimore City Department of Human Resources

DPW TRAINING SUPERVISOR

33645

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A DPW Training Supervisor oversees and engages in the development and provision of classes in safety and other subject areas related to the work of the Departments of Public Works and Transportation. The work of this class involves supervising Department of Pubic Works' Training Officers.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek that may include evening and weekend hours. Work is usually performed in an office or classroom setting where working conditions are normal, and occasionally in the field where there may be exposure to dust, vehicular traffic and inclement weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Department of Public Works, plans, develops, oversees and participates in training employees of the Departments of Public Works and Transportation to ensure compliance with Federal, State and agencies' safety and certification requirements; evaluates staff performance, disciplines and recommends hiring, firing and promotion.

Oversees and performs the work of Training Officers engaged in writing and selecting training courses, manuals and related materials and teaching classes in departmental work-specific areas such as Commercial and non-Commercial City drivers' training, first aide and CPR (cardiopulmonary resuscitation), forklift operation, confined spaces and blood born pathogens.

Reviews class participants' evaluations and in coordination with staff, identifies areas for improvement; develops and revises Standard Operating Procedures for teaching course content.

Researches and evaluates available departmental training materials for effectiveness and applicability; justifies purchase of training equipment and materials such as films, videos and audio-visual aids to enhance effectiveness of learning experience; and maintains inventory of training materials.

Assesses staff professional development needs to increase training capacity and meet training requirements, and recommends and arranges for in-service staff training.

Evaluates departments' training needs and recommends development and provision of new courses.

Produces newsletter for the purpose of marketing training classes and providing safety and work performance advice and counsel and oversees dissemination to Departments of Public Works and Transportation personnel; promotes training classes directly to department supervisors.

Oversees provision of National Safety Council approved basic and re-certification Commercial and non-CDL classes and issuance of City driving permits and fuel cards; verifies employees' compliance with City policies and requirements as outlined in the Administrative Manual for driving a City vehicle and, in compliance with Federal regulations, maintains current records of classes provided, employees' attendance and permit expiration dates.

Administers Baltimore City government's photo identification program.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of Federal and State safety and health regulations as they pertain to the work place and vehicle use.

Knowledge of safety procedures and their application.

Knowledge of safety equipment and clothing.

Knowledge of instructional design principles and techniques.

Knowledge of training equipment and materials.

Knowledge of the organization and formats of training courses.

Knowledge of commonly utilized business software programs.

Knowledge of Commercial and non-Commercial Driver's License regulations.

Ability to drive vehicles requiring a Commercial Driver's License.

Ability to conform with Federal and State regulatory requirements.

Ability to plan, develop and conduct a variety of work-specific and safety training programs.

Skill in instructing others.

Ability to communicate effectively orally and in writing.

Ability to develop and evaluate training programs and modify as needed.

Ability to promote training programs.

Ability to establish and maintain effective working relationships with others including managerial and supervisory personnel in City agencies.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in developing and implementing an employee professional or vocational training program.

Equivalencies – Equivalent combination of education and experience.

IV. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

Employees must obtain and maintain a Defensive Driving Instructor Certificate issued by the Safety Council of Maryland within six months of hire as a condition of continued employment.

Employees must obtain and maintain a First Aid and CPR Instructor Certificate issued by the Safety Council of Maryland within six months of hire as a condition of continued employment.

ADOPTED: March 5, 1975

REVISED: May 2, 2001
May 30, 2007 (title changed)
December 6, 2007 (license changed)

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST I

33646

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefit Analyst I provides a full range of retirement plan assistance such as benefits counseling, determining benefits eligibility and calculating benefits to sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst II in that it does not perform complex retirement plan benefits eligibility and benefits calculations work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement Systems, in accordance with the rules and provisions of various City retirement ordinance and systems (Fire and Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels sworn retirement systems members, family members and members beneficiaries; explains and answers questions concerning death benefits, disability benefits, pension plans and options and retirement plans.

Confers with sworn City employees, retirees and others to resolve problems involving various retirement benefits.

Makes eligibility determinations for retirement, death and disability benefits based on applicable City retirement plans and related ordinances.

Calculates service credits for the awarding of various service, disability and death benefits; reviews a sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; may compute years of service on cases involving multiple periods of service and membership in different retirement plans, intragovernmental transfers, military credit and missing time; and maintains and updates retiree files.

Reviews and interprets Worker's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirements and calculates benefit offsets.

Assists in preparing materials for retirement education programs and workshops.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments for tax purposes to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized records system to search for and maintain employee retirement benefits records and files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform statistical work and mathematical calculations.

Ability to communicate effectively, both orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with sworn City employees, retirees and their families, City personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work, investment planning work or a related field.

Equivalencies – A Masters degree may be substituted for the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program.) certification may be substituted for the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST II

33647

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Analyst II provides complex retirement plan assistance to sworn City employees involving benefits counseling, determining benefits eligibility and calculating benefits of sworn City employees. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive minimal supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst I in that it involves performing a wide range of complex retirement plan assistance work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire & Police Employees' Retirement System, interprets the rules and provisions of various City retirement ordinances and systems (Fire, Police), gathers data and calculates sworn individual service, lay-off or early retirement, line-of-duty or non-line-of-duty disability and death benefits for sworn City employees.

Interviews and counsels retirement system members, family members and members beneficiaries on complex, multi-pension system and sensitive retirement matters; explains and answers questions on retirement plans and benefits options.

Confers with department personnel officials, sworn City employees, retirees and others to resolve complicated and sensitive problems involving retirement benefits.

Makes complex and multi -pension system eligibility determinations for retirement, death and disability benefits based on applicable City retirement and related ordinances.

Computes years of service on complex and multi-pension system cases involving multiple periods of service and membership in different retirement plans, intragovermental transfers, military credit and missing time; reviews sworn member's salary history and pension deductions and calculates average final compensation; calculates benefits using actuarial tables, years of service and average final compensation; calculates annuity payments and updates retiree files.

Reviews and interprets Workmen's Compensation awards to determine retirements benefit in specific disability and death benefit claims; analyzes earnings statements from disability retirees and calculates benefit offsets.

Participates in retirement education programs and workshops for sworn City employees, conducts sessions and prepares materials.

May testify in court proceeding on specific case benefits; compiles documentation and prepares estimates of various benefit option payments for specific cases for presentation in court proceedings.

Interprets and explains tax regulations and rulings applicable to retirement benefit payments to sworn City employees; provides employees with amounts of taxable income.

Uses the computerized record system to search for and maintain employee retirement benefits records.

Recommends changes in procedures, assists in the development of internal processing procedures and forms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Ability to interpret and use actuarial tables.

Ability to perform complex statistical work and mathematical calculations.

Ability to communicate effectively orally and in writing.

Ability to gather and analyze confidential and sensitive data.

Ability to research and resolve complex retirement benefit problems and questions.

Ability to establish and maintain effective working relationships with City employees, retirees and their families, City agency personnel officers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in the field of retirement benefits or related employee benefits work, fiscal analysis work, actuarial work or investment planning work or a related field.

Equivalencies – A Master's degree may be substituted for one year of the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program) certification may also be substituted for one year of the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS ANALYST SUPERVISOR

33649

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Analyst Supervisor oversees the work of providing retirement plan assistance to sworn City employees, participates in retirement administration and performs special retirement system projects. Work of this class involves supervising fire and police benefits analysts and medical claims processing personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Manager in that it supervises the activities of Fire & Police Benefits Analysts and medical claims processing work units within the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Retirement Benefits Section of the Fire & Police Employees' Retirement System, oversees the work of a benefits analysts and medical claims processing units.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate personnel performing retirement benefit analysis and disability and death medical claims processing work.

Consults with City officials, the City retirement actuary and others on the development, interpretation, and implementation of Local, State and Federal retirement laws and analyzes impact on the City's retirement system (Fire and Police).

Meets with City officials, sworn employees, retirees, legal counsel and others to explain and resolve problems relating to retirement benefits and death and disability claims; informs and elicits information from departmental officials, sworn employees and others regarding the retirement system (Fire and Police).

Assists agency legal counsel in researching City and State codes for applicable statutes and legal opinions affecting benefit structure and calculations.

Participates with superiors in interpreting and implementing legislation enacted by the City Council that affects various retirement benefits structure and calculations.

Revises administrative procedures to expedite the accurate and timely processing of claims.

Trains benefit analysts on the various retirement plan provisions and on the methods and procedures employed in computing pensions, adjustments and other benefits; instructs analysts in interview techniques; advises staff members on changes affecting the retirement benefits systems.

Implements new retirement legislation and develops forms and procedures for use in determining and processing benefits.

May participate in the development of local, state and federal retirement legislation; analyzes the impact of proposed legislation on city retirement systems.

Plans and conducts seminars and classes on City retirement benefits plans and options.

Writes special reports relating to various aspects of the City's retirement benefits systems.

Testifies at court proceedings about retirement laws and benefits.

Prepares material for and participates in retirement education programs and workshops and conducts seminars and classes on the various City retirement systems.

Performs retirement counseling in complex and sensitive cases.

Acts as liaison with the State and City government regarding reciprocity in benefits transfers.

Represents the agency in meetings with City, State and Federal officials.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans and laws.

Knowledge of current developments in the field of retirement benefits.

Knowledge of City pension systems, ordinances, policies and procedures.

Skill in computing retirement, death and disability benefits.

Skill in the interpretation and use of actuarial tables.

Ability to direct and coordinate the operations and work of a retirement benefits section.

Ability to resolve sensitive and complex retirement benefits claims cases.

Ability to perform statistical work and mathematical calculations.

Ability to communicate effectively, both orally and in writing.

Ability to write complex and detailed narrative retirement benefits case reports.

Ability to establish and maintain effective working relationships with employees, retirees and their families, City and other governmental officials, actuaries and others.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in employee benefits analysis work, retirement benefits analysis work, fiscal analysis work, actuarial work or investment planning work or a related field, three years of which must be in retirement benefits analysis work.

Equivalencies - A Master’s degree may be substituted for one year of the required work experience; IFE (International Foundation of Employee Benefit Plans Internship Program) certification may be substituted for one year of the required work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

FIRE & POLICE BENEFITS MANAGER

33650

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Fire & Police Benefits Manager plans, directs and coordinates the activities and operations of the retirement benefits section of the Fire and Police Employees' Retirement Systems. Work of this class involves directing the activities of retirement benefits and medical claims processing work units.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire & Police Benefits Analyst Supervisor in that it oversees, directs and coordinates the operations and activities of all retirement benefits and medical claims processing work units within the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems through subordinate supervisors.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Retirement Benefits Section of the Fire & Police Employees' Retirement Systems, plans, directs and coordinates the activities and operations involved in the processing and resolution of all sworn City retirement claims in the various City employee retirement plans (Fire and Police); directs and coordinates the investigation and processing of all sworn City employee disability benefits and death benefits claims through subordinate Retirement Benefits Analyst Supervisors.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate retirement benefits analyst supervisors in the Retirement Benefits section.

Consults with City department heads, elected City officials, Employees' Retirement Systems trustees, the Chairman of the Panel of Hearing Examiners, hearing examiners and others on the development, interpretation and implementation of City, State and Federal employee retirement laws and statutes.

Investigates, analyzes and reports on the impact of proposed legislation on the policies, activities and operations of the City's Fire & Police Employees' Retirement Systems.

Directs the implementation of new and revised retirement legislation: develops policies, procedures and forms used in determining and processing new and revised retirement, disability and death benefits; advises retirement benefits section staff, sworn City employees and retirees and their families on changes affecting the various retirement plans within the City retirement system.

Plans, conducts and participates in meetings and seminars with City officials, sworn City employees, union representatives, legal counsel and others to explain and resolve problems relating to the various retirement plans, disability and death benefits; develops educational and promotional brochures and related materials.

Maintains liaison with retirement staff and officials of local governmental jurisdictions and the State of Maryland in order to analyze and project the impact of State and Federal retirement laws on the City retirement system; consults with the agency legal counsel on the impact of legislation on the City retirement system.

Participates with subordinate supervisors and staff in researching and resolving complex and sensitive problems relating to individual or group retirement, disability and death benefits; composes sensitive correspondence to City officials, sworn City employees, retirees and their families and lawyers detailing retirement, disability and death benefits case problems and resolutions.

Advises the Retirement Systems Administrator on the activities, operations, policies and procedures of the retirement benefits section and recommends changes.

Oversees the maintenance and updating of all sworn City employee and retiree files and case histories to ensure that they are current and up-to-date.

Represents the Fire & Police Employees' Retirement Systems on Citywide committees.

Directs the training of retirement benefits analyst, medical claims processing, office support staff and retirement benefits interns assigned to the section.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of retirement plans, statutes and legislation.

Knowledge of the principles and practices of administration.

Knowledge of current developments in the field of retirement benefits.

Skill in computing retirement, disability and death benefits.

Ability to review, research and analyze complex legislation dealing with retirement systems and project the impact on the City retirement system and its operations.

Ability to direct and coordinate the operations and activities of a retirement benefits section in a large governmental employees' retirement system.

Ability to interpret and use actuarial tables.

Ability to perform detailed statistical work and mathematical calculations.

Ability to establish and maintain effective working relationships with City officials, various Employees' Retirement Systems Boards of Trustees and their members, actuaries, local and state government retirement systems officials, union representatives, personnel officers, attorneys, sworn City employees, City retirees and their families.

Ability to communicate effectively, both orally and in writing.

Ability to resolve complex and sensitive retirement, disability and death benefits case problems with tact and diplomacy.

Ability to write complex and detailed narrative reports on retirement cases, section problems and the impact of legislation on the City retirement system.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in retirement or employee benefits analysis or administration work, fiscal analysis or administration, actuarial work or investment planning work or a related field with three years of which must be in retirement benefits analysis work or administration work and two years of such supervisory experience as evaluating the performance, disciplining and recommending the hiring, firing and promoting of others.

Equivalencies – A Master's degree may be substituted for one year of the non-supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 2018

Baltimore City Department of Human Resources

EQUAL OPPORTUNITY OFFICER

33658

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Equal Opportunity Officer coordinates and directs equal employment opportunity and personnel program compliance activities of an agency. The work of this class involves supervising program compliance and personnel staff.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs policies and procedures for the enforcement of and oversees adherence to laws, regulations, programs guidelines and contracts such as equal employment opportunity laws, federal contract requirements and termination procedures.

Interprets laws, regulations, program guidelines and contracts to Affirmative Action guidelines and contract requirements; assures compliance.

Acts as a liaison with public and private organizations assuring and understanding of legal and program requirements and maintaining contact and rapport with such organizations.

Maintains records and analyzes and compiles data on agency discrimination cases and related programs.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of administration.

Knowledge of equal opportunity laws and regulations.

Ability to investigate situations and extract and organize facts.

Ability to evaluate data, compare data to existing standards and draw conclusions.

Ability to present and defend findings.

Ability to apply and interpret rules, regulations and procedures.

Ability to plan and coordinate effective program monitoring procedures.

Ability to gain the cooperation of and cooperate with others.

Ability to express ideas, both orally and in writing.

Ability to deal effectively with government officials and personnel representatives of private organizations, community groups and others.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor's Degree from an accredited university and five years of experience in equal opportunity compliance, personnel or program compliance work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 11, 1988

Baltimore City Department of Human Resources

MEDICAL CLAIMS EXAMINER

33663

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Medical Claims Examiner reviews and processes medical claims for health care programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and screens medical claims forms for completeness and accuracy.

Returns claim forms to health care eligibles with appropriate letter detailing reasons for claim rejection.

Investigates denial of health care claims and follows up on findings.

Collects and compiles various reports from data submitted by health care personnel and arrays the statistical data in a variety of formats.

Answers questions and inquiries from health care program participants concerning program eligibility, claims, benefits, problems and provision of service.

Collects and batches approved claims forms for processing.

Reviews and notes errors on returned voucher payment forms for correction.

Processes payment checks and submits them to the fiscal operation.

Processes new enrollments and enrollment changes; sorts, batches and routes in-coming claims and payments for initial processing and review.

Maintains claims files and records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of health care benefits processing practices and techniques.

Knowledge of office practices and procedures.

Ability to review and process medical claims forms expeditiously and efficiently.

Ability to establish and maintain effective working relationships with others, especially with medical claimants and care providers.

Ability to analyze and resolve medical claims problems.

Ability to compile and write statistical reports.

Ability to communicate effectively, both orally and in writing.

Ability to maintain files and records.

Ability to resolve medical claims disputes with tact and diplomacy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in health care benefits work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: May 23, 1990

REVISED: October 23, 1997
March 20, 2001

Baltimore City Department of Human Resources

APPRENTICESHIP PROGRAM COORDINATOR

33667

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Apprenticeship Program Coordinator assists in the development, coordination and monitoring of the City's program to train employees in various skilled trades and crafts that have been registered under the auspices of the State of Maryland Apprenticeship Program. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Apprenticeship Program Office of the Division of Training in the Department of Human Resources, assists the Apprenticeship Program Administrator in conferring with City agency representatives, managers and instructors to inform them of the benefits of having an apprenticeship/vocational training program and determining whether such a program meets their departmental needs.

Participates in developing, revising and monitoring City-wide apprenticeship/vocational training programs to ensure compliance with State of Maryland program requirements pertaining to education, experience and training.

Assists in identifying and screening instructors and coordinating their schedules and activities for classroom training of employees in various apprenticeship/vocational training programs based on the requirements of each individual program.

Attends regular meetings of the Joint Apprenticeship Committee with the Apprenticeship Program Administrator to inform them of the status of registered programs, the progress of participants, problems and questions concerning the programs, proposed program adjustments and other pertinent information needed to maintain the continuity and integrity of the programs.

Prepares periodic statistical and narrative reports concerning the status of the various apprenticeship programs and apprentices.

Conducts in-house training programs for supervisors and managers of apprentices on training goals, policies and requirements of the individual apprenticeship/vocational training program.

May serve as the Apprenticeship Program Administrator in that persons' absence.

Assists in planning graduation ceremonies for employees completing their apprenticeships.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of apprenticeship/vocational training program principles, practices and procedures.

Knowledge of instructional techniques and materials.

Knowledge of English usage and grammar.

Skill in using a personal computer.

Ability to participate in developing and setting up apprenticeship/ vocational training programs.

Ability to evaluate apprenticeship/vocational training instructional programs and materials for compliance with Federal, State, Local and skilled trades and crafts policies, procedures and practices.

Ability to schedule and coordinate various apprenticeship programs with large numbers of employees at multiple worksites.

Ability to establish and maintain effective working relationships with City officials, union representatives, City agency heads and personnel and Federal and State Officials.

Ability to publicize and promote apprenticeship/vocational training programs.

Ability to communicate effectively, both orally and in writing.

Ability to compile and create reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in facilitating and monitoring job training or apprenticeship programs.

Equivalencies – Not Applicable

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 26, 1997

REVISED: September 19, 2008

Baltimore City Department of Human Resources

APPRENTICESHIP PROGRAM ADMINISTRATOR

33669

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Apprenticeship Program Administrator coordinates the City's program to train employees in various skilled trades and crafts that have been registered under the auspices of the State of Maryland. Work of this class may involve leading support employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive instruction from a technical superior. Employees work a conventional workweek. Work is performed indoors under normal working conditions. Work requires no physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Apprenticeship Program of the Department of Human Resources' Division of Training, confers with agency representatives, managers and instructors to assess need for and promote apprenticeship programs that meet respective agency's requirements.

Under the direction of the Chief, Division of Training, develops and revises apprenticeship programs to comply with the State of Maryland requirements pertaining to education, experience and training.

Obtains instructors and coordinates their schedules and activities for classroom training of employees in various apprenticeships based on the requirements of each individual program.

Attends meetings of the Joint Apprenticeship Committee to inform committee of the status of the registered program, the apprentices' progress, concerns regarding the program, proposed adjustments that need to be made to individual programs and other pertinent information needed to maintain the continuity and integrity of the program.

Serves as liaison between the Training Division of the Department of Human Resources, the Maryland State Apprenticeship Program, the Labor Commissioner's Office, unions and the user agency and the Joint Apprenticeship Committee.

Prepares periodic statistical and narrative reports concerning the status of apprentices and the programs.

Conducts studies as directed by the Division Chief on apprenticeship programs in other jurisdictions.

Represents the City at meetings held at the State level to report on the status of Department of Human Resources' apprenticeship programs.

Registers each employee with the State of Maryland in the appropriate apprenticeship program and maintains an apprenticeship agreement that includes length of apprenticeship, progressive scale of wages, work processes to be taught and total instruction hours in subjects related to the craft or trade, such as characteristics of materials used, physics, mathematics, estimating, and blueprint reading.

Coordinates the activities of apprentices and maintains records to ensure that apprenticeship agreement standards are met in such areas as on-the-job training, classroom attendance and testing.

Plans graduation ceremonies for employees completing their apprenticeships.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of instructional design principles, techniques, materials and resources.

Knowledge of the organization and formats of training courses.

Knowledge of the basic principles and practices of job evaluation.

Knowledge of terminology and job content of a variety of occupations.

Knowledge of English usage and grammar.

Skill in the utilization of common business software programs.

Ability to promote apprenticeship programs.

Ability to communicate effectively, orally and in writing.

Ability to generate and write computerized reports on the status of programs and employees and present this information orally to a group.

Ability to evaluate instructional program and materials to ensure compliance with required standards and specifications.

Ability to evaluate and coordinate various programs with large numbers of employees at multiple worksites.

Ability to establish and maintain effective working relationships with superiors, associates, employees, City officials, the public and others.

Ability to maintain detailed and accurate computerized records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and three years of experience coordinating and evaluating administrative programs that include job training or apprenticeship programs.

Equivalencies – Not Applicable

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles that are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 20, 1995

REVISED: June 12, 2008
September 16, 2008

Baltimore City Department of Human Resources

TRAINING OFFICER

33672

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Training Officer plans, develops, organizes, conducts and implements employee development, technical and multi-day in-service training programs. Work of this class may involve leading office support personnel, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Most employees in this class work a conventional workweek; however, some departments may require employees to work shift work. Employees in this class work in an office or a classroom setting, where normal working conditions exist; however, in some departments work is performed in the field where there may be exposure to dust, vehicular traffic and inclement weather. Work regularly requires minimal to moderate physical activity in walking and standing and occasional strenuous physical exertion when lifting and transferring heavy objects necessary to conduct training activities.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, develops and implements employee development and technical and multi-day in-service training programs, writing and selecting training courses and manuals, organizing training programs, collecting and assembling training materials, establishing the objectives and format of courses and programs, determining the needs of program participants and designing programs for effective training.

Some positions assign and review the work of employees engaged in routine preparations for training sessions such as compiling hand-outs, assembling materials, answering phone inquiries, and receiving and confirming registration notices.

Plans and schedules quarterly training; complies, edits and coordinates publication and ensures distribution of the quarterly training catalogues.

Evaluates training program objectives, procedures and instruction, reviewing the organization and content of training courses, the effectiveness of training materials and equipment, such as films, books and audio-visual equipment, the assessment of training courses by participants and the needs and background of the participants and, on the basis of the review, develops, recommends and implements modifications in training programs and courses.

Assess departmental training needs and determines and schedules training to address those needs.

Promotes training programs, prepares program announcements for distribution, answers requests for information, speaks before groups and organizations, meets with committees, boards and task forces.

Compiles and maintains training program records, writes reports and evaluates activities for effectiveness.

Instructs City employees in a wide variety of employee development and technical subject matter areas, such as supervision, organizational communication, motivation, job skills, meeting skills, common or specialized computer software utilization and agency program objectives and procedures.

Writes reports on training program activities.

Administers training program budget, preparing, recommending and monitoring budget expenditures.

Develops, implements, interprets and recommends changes in training program policies and procedures.

Operates audio-visual equipment, such as film and slide projectors, computerized multimedia projection and recording equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of instructional design principles, techniques, materials and resources.

Knowledge of the organization and formats of training courses.

Knowledge of commonly utilized business software programs.

Skill in planning, developing and conducting a wide variety of training programs, including administrative, customer service, managerial and specialized and technical software training.

Skill in instructing others.

Skill in the utilization of common business software programs.

Ability to comprehend, interpret, develop training programs and instruct others in a wide variety of subject areas including administrative, customer service, managerial, proprietary computer software utilization, program objectives and procedures, building, fire and related codes, zoning codes, legislation and legal procedures.

Ability to motivate others to improve job skills, knowledge and behaviors.

Ability to promote training programs.

Ability to communicate effectively orally and in writing.

Ability to evaluate training programs and modify as needed.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records and prepare reports.

Ability to assign and review the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and three years of experience in developing and implementing employee development, professional, technical or vocational training programs.

Equivalencies – Equivalent combination of education and experience. Certification from a recognized professional body in training, instructional systems design or business-related information technology applications may be substituted for a portion of the educational or experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: Prior to hire, candidates for some positions in this class must possess and maintain a Maryland Class A or B Commercial Driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

Employees in some positions in this class will be required to have specialized technical knowledge in such areas as computer software applications.

Employees in some positions in this class must obtain and maintain a Defensive Driving Instructor Certificate issued by the Safety Council of Maryland within six months of hire as a condition of continued employment.

Employees in some positions in this class must obtain and maintain a First Aid and CPR Instructor Certificate issued by the Safety Council of Maryland within six months of hire as a condition of continued employment.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 22, 1966

REVISED: October 28, 1970
February 23, 1972
August 4, 1977
May 21, 1980 (title changed)
November 5, 1980
September 30, 1983
October 25, 1994
August 16, 1996
May 17, 2001
March 6, 2002
June 26, 2002 (title changed)
September 9, 2002
May 24, 2006
April 27, 2007
May 16, 2008
October 27, 2010
September 2, 2014 (title changed)

Baltimore City Department of Human Resources

TRAINING ASSISTANT

33673

I. CLASS DEFINITION

A Training Assistant participates in schedule management, record-keeping, and advertising of training, continuing education, and professional development opportunities for Baltimore City Government and quasi-government agencies and their employees. Work of this class involves no supervisory duties or responsibilities.

Work is performed with moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office or classroom setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides excellent customer service and general direction for call-ins, email inquiries, requests for training center access and learning opportunities. Determines and facilitates contact with the appropriate team member when applicable.

Manages the training calendar; Processes participant enrollments and room reservations, manages waiting lists.

Generates class completion reports, updates participant transcripts, records class evaluations, and processes monthly billing as required.

Maintains strong knowledge of learning opportunities to provide consultative assistance in class selection and promote programs through the creation of announcements, brochures, and fliers.

Prepares training course sites by ensuring clean and accurate set-up for scheduled learning instruction.

May serves as lead for division supply inventory; collects supply requests, prepares and processes supply orders.

Assist with maintaining training program files and records.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Excellent written and verbal communication skills.

Expertise in Microsoft Office Programs: Word, Excel, Outlook, PowerPoint.

Expertise in basic office operations to include: Copier/Printer operation, filing, note-taking.

Positive attitude.

Ability to work well independently and in a team environment.

Ability to work well within strict deadlines.

Ability to learn quickly and take proactive action to plan and complete tasks according to directives.

Strong work ethic.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements –High school diploma or GED with a minimum of two (2) years of office support work in an office environment. An Associate Degree from Accredited University preferred.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: December 23, 1998

REVISED: October 22, 2004
November 14, 2017

Baltimore City Department of Human Resources

EXECUTIVE LEVEL I

CHIEF, DIVISION OF TRAINING

00142
33674

Administrative Division
Management Support
Personnel Group

I. CLASS DEFINITION

A Chief, Division of Training directs and coordinates the Citywide training activities and programs for managerial, professional, paraprofessional and unskilled City employees. Work of this class involves supervising subordinate training personnel.

Work is performed under the general direction of an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore City Department of Human Resources, directs and coordinates the Citywide employee professional and vocational in-service training program.

Oversees the planning, organizing and analyzing of training programs and activities for City departments and select groups of City employees based on areas of employee deficiency, improvement and enhancement need, and technological changes and advancements.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate training and clerical personnel.

Negotiates fees with and hires outside consultants to perform training courses and sessions for City employees.

Conducts City employee training classes, when necessary.

Formulates and monitors the fiscal budget of the training division; oversees agency charge-backs for training activities.

Oversees the City Apprenticeship Program and its employees to ensure program conformance with State of Maryland program requirements.

Formulates and writes grant proposals for training programs and activities in order to obtain Federal and State funds for the City.

Develops and recommends training policies, practices and procedures for the City; informs top City officials of training implications and impact on City employees and departments.

Identifies and investigates employee training and development opportunities, resources and job aids through liaisons with local, State and Federal agencies.

Performs related work as required.

IV. KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of administration.

Knowledge of the principles and techniques of training.

Knowledge of training equipment and aids.

Ability to direct and coordinate the activities and operations of a Citywide in-service training program for City employees.

Ability to establish and maintain effective working relationships with a wide variety of City employees with different economic and social backgrounds.

Ability to communicate effectively, both orally and in writing.

Ability to train others.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

A bachelor's degree from an accredited college or university and five years of experience in developing and implementing an employee professional or vocational training program, including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of subordinate training program staff.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 1996
REVISED: October 26, 1999
November 15, 2006

Removed from Civil Service October 24, 2001 (Human Resources Executive II)

Placed in Executive Level I November 6, 2002

Baltimore City Department of Human Resources

DPW SAFETY & TRAINING MANAGER

33675

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A DPW Safety & Training Manager oversees the planning, organizing and implementing of occupational safety enforcement and in-service training programs. Work of this class involves directing training and safety enforcement personnel.

Work is performed under general supervision from an administrative superior. Employees in this class work a conventional workweek and are subject to 24-hour callback as required for emergencies. Work is performed in an office where normal working conditions exist and requires visits to emergency sites where there may be hazardous conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Public Works, develops, plans, oversees, coordinates and analyzes safety enforcement and training programs for professional, paraprofessional, skilled and unskilled personnel in the Department of Public Works and Department of Transportation; supervises Department of Public Works safety personnel and a Training Supervisor by evaluating staff performance, disciplining and recommending hiring, firing and promotion.

Oversees departmental personnel engaged in assessing staff training needs, developing and providing training programs to address those needs.

Oversees provision of certifications required for safe performance of required departmental functions, such as National Safety Council approved basic and re-certification Commercial and non-CDL classes for operation of vehicles requiring such licenses, and issuance of City certificates for operating forklifts, working in confined spaces and handling blood born pathogens.

Oversees safety enforcement personnel engaged in investigating and enforcing the occupational safety and health hazard rules and regulations of Federal and City government at City worksites, and preventing and responding to on-the-job accidents; evaluates staff performance, disciplines and recommends hiring, firing and promotion.

Coordinates departmental random drug testing program and compliance with Federal regulations and City policies pertaining to driver eligibility and EAP recommendations.

Consults with department management and supervisors regarding development of safety policies and practices and training programs to enforce those policies.

Participates on Citywide committees responsible for responding to accidents adversely impacting the environment and homeland security planning and response; responds to all environmental spills and releases; assesses situation, determines corrective measures required and arranges for implementation; works in coordination with Fire Department and other emergency response entities; oversees departmental hazardous waste program and coordinates the removal of illegally dumped environmental waste.

Oversees the evaluation and implementation of departmental staff training needs.

Oversees the analysis of departmental accident and injury trends; develops, recommends and oversees the implementation of safety policies, procedures and strategies to reverse detrimental trends.

Writes grant proposals to obtain Federal and State funds for departmental training purposes and justifies the use of those funds.

Develops and manages departmental training budget.

Purchases training equipment, films, audio-visual aids, prepared courses and other training material.

Promotes departmental training programs and informs personnel of available training opportunities.

Oversees the development of departmental training policies and establishes standards for training procedures based on policy, goals, objectives and priorities.

Informs top management of training implications of proposed changes in mission, legislation and organizational structure.

Interprets and applies relevant governmental training directives, policies and procedures.

Advises management on identifying and analyzing programmatic and individual performance problems and assists departmental supervisors in using training programs to resolve such problems.

Identifies departmental training and development opportunities, resources and job aids through liaison with Municipal, State and Federal agencies.

Serves as advisor on Civil Service testing procedures and content; discusses training activities with the Department of Human Resources to ensure compliance of training programs with City government, National Safety Council and Safety Council of Maryland guidelines.

Plans, edits and publishes departmental annual training report.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of administration.

Knowledge of the principles and techniques of training.

Knowledge of training equipment and aids.

Knowledge of the Federal and local regulations and principles and policies related to safety enforcement in the workplace.

Ability to communicate with a wide variety of people with different economic and social backgrounds.

Ability to develop and oversee training and safety enforcement programs.

Ability to establish and maintain effective working relationships with management.

Ability to speak and write effectively.

Ability to oversee a safety enforcement program.

Ability to oversee a training program.

Ability to supervise professional and clerical personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in developing and implementing an employee professional, safety or vocational training program, or in investigating and enforcing Federal and local occupational safety and health hazard rules and regulations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize release of criminal conviction information.

ADOPTED: March 5, 1975

REVISED: January 21, 1981
May 11, 1984
December 5, 2001 (title change)
May 30, 2007 (title change)

Baltimore City Department of Human Resources

HR GENERALIST I

33676

Administrative Division
Management Support Branch
Human Resources Group

I. CLASS DEFINITION

An HR Generalist I performs entry-level human resource work of a limited complexity requiring some knowledge of a number of areas in the field. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of HR Generalist II in that it involves a limited number of professional human resources tasks, requiring moderate supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Interviews job applicants for positions; reviews job applications to determine the qualifications of applicants; recommends the selection of applicants to program personnel; orients new employees.

Conducts exit interviews to determine factors affecting human resource recruitment and retention.

Interprets and explains a wide variety of Federal, State and local human resource policies and procedures to agency employees and management.

Compiles human resource materials for superior for use in Civil Service hearings on employee dismissals; arranges for witnesses and may testify on submitted materials.

Under direction, collects documents to initiate human resource actions such as classification studies of classes, Promotion After Training Program studies, Training Program participation and personal services contracts.

Collects background data on positions and classifications; reviews position descriptions for completeness and accuracy; may interview employees and their superiors to obtain information on duties, responsibilities and organization; may document findings, prepare justifications and recommend classification determinations.

Examines unemployment compensation claims and makes recommendations to the Department of Human Resources on discrepancies in claims; compiles data on claims and secures witnesses for unemployment compensation claims hearings.

Requests examinations and eligibility lists from the Department of Human Resources; provides information on requests.

Prepares human resource forms, correspondence and reports; processes forms in accordance with City administrative procedures.

Maintains personnel records and files.

Acts as agency liaison with the Department of Human Resources and other agencies and confers on human resource matters and resolves problems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of human resource administration.

Ability to interview, select and place job applicants.

Ability to interpret and implement human resource policies and procedures.

Ability to speak and write effectively.

Ability to compile data and prepare statistical and narrative reports.

Ability to establish and maintain effective working relationships with City employees, management and the public.

Ability to maintain human resources records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in human resource administration.

Equivalencies - An equivalent combination of education and experience. One year of graduate course work in human resource administration, business administration or public policy from an accredited college or university may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994

REVISED: February 5, 1998
November 29, 2001
November 29, 2005
May 29, 2013 (Title Change)

Baltimore City Department of Human Resources

HR GENERALIST II

33677

Administrative Division
Management Support Branch
Human Resources Group

I. CLASS DEFINITION

An HR Generalist II performs a wide variety of professional human resources work involving assignments of a complex nature requiring a broad knowledge of human resources. Work of this class may involve leading paraprofessional human resource and office support employees but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in as office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of HR Generalist I in that it involves independently performing complex human resources projects in a wide variety of areas.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews position classification requests and classification specifications and makes recommendations to superior; conducts organizational and staffing studies and makes recommendations.
Prepares job announcements/advertisements and supplemental questions for vacant positions and places them in NeoGov, newspapers, magazines, trade journals, career centers, websites and social media.

Interprets and administers human resources policy, labor agreements, grievance procedures, and may participate in labor negotiations; and partner, lead or support human relations investigations.

Represents a City agency and participates in legal and administrative hearings involving Employee Relations cases before such agencies as the Equal Employment Opportunity Commission, Civil Service Commission and Community Relations Commission.

Reviews and evaluate job applications to determine if applicants possess the minimum qualifications required for agency-specific classifications; may rate and recommend approval or disapproval of job applicants; may record and acknowledge applications received schedules and participates in interview panels.

May collect background data on positions and classifications; may review position descriptions and audit employees and their superiors to obtain information on duties, responsibilities and organizational structure; may document findings, prepare justifications and recommend position classification determinations to the Department of Human Resources.

Develops, recommends internal human resource policies, procedures; provides information to employees on benefits, procedures; also advises employees on Citywide human resources policies and procedures for accessing services.

Assists agency management and supervision in establishment of consistent disciplinary policies and procedures; investigates and resolves grievances at the first grievance procedure step; counsels employees, supervisors and managers on grievances, disciplinary and related problems; attends and participates in Civil Service hearings on employee dismissals; arranges for witnesses and testifies on submitted materials; requests, researches and compiles materials for Civil Service hearings.

Reviews records, compiles data and confers with the DHR Policy Division, Law Department, Risk Management and City medical and claims personnel regarding physical examinations, (DHR Policy Division), restricted duty and worker's compensation claims and OSHA reporting.

Conducts exit interviews to determine factors affecting human resource recruitment and retention efforts; analyzes trends and makes recommendations to ameliorate retention difficulty.

Examines unemployment compensation claims, identifies and forwards discrepancies in claims; compiles data on claims and secures witnesses for unemployment compensation claims hearings.

Requests examinations and eligibility lists from the Department of Human Resources; provides information on requests;

Prepares human resource forms, correspondence and reports; processes forms in accordance with City administrative policies and internal agency procedures on a variety of personnel matters,

Maintains employees official personnel files in HRIS and hard copy format as applicable in accordance with policies and regulations.

May assign and review the work of support staff and paraprofessional personnel.

Acts as agency liaison with the Department of Human Resources and other agencies and confers on personnel matters and resolves problems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Federal/State/Local regulations affecting employment and human capital management including but not limited to FLSA, ADA and EEO.

Knowledge of and skill in applying the fundamental human resources management (HRM) principles, practices and techniques in the applicable disciplines (Recruitment, Classification & Compensation, Professional Development, HRIS, or Benefits/Wellness) of HR; and basic knowledge of the other disciplines.

Knowledge of automated office systems and word processing software.

Ability to exercise sound judgement in the applicant review, interview, selection, and job placement of applicants.

Ability to interpret and implement human resources policies and procedures.

Ability to deal with a variety of situations and problems under specified time constraints.

Ability to communicate effectively with employees, applicants and management orally and in writing.

Ability to develop, analyze and manipulate data from various databases to produce reports and spreadsheets.

Ability to conduct research, compile data and prepare statistical and narrative reports.

Ability to deal effectively with City employees elected officials and the public.

Ability to maintain human resources records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in human resources administration.

Equivalencies - An equivalent combination of education and experience. One year of graduate course work in human resources administration, business administration or public policy from an accredited college or university may be substituted for each year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 1994

REVISED: February 5, 1998
November 29, 2001

November 29, 2005
May 29, 2013 (Title Change)
July 28, 2014

Baltimore City Department of Human Resources

RECRUITMENT AND TALENT ACQUISITION SPECIALIST II

33678

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

The Recruitment & Talent Acquisition Specialist II position is unique to the City of Baltimore Department of Human Resources. It performs professional work assignments and special project assignments that involve research, evaluating/assessing, recommending and advising; and developing, implementing and coordinating viable recruitment and talent acquisition, assessment testing strategies, and programs and initiatives that assist in achieving Agency and organizational outcomes. The position partners with hiring agencies, and liaises between hiring agencies and central DHR's Centers of Excellence representatives to ensure that appropriate staffing levels are achieved and maintained to support business goals and objectives.

Incumbents receive general supervision from a division chief and/or manager (such as the Chief Recruitment & Talent Acquisition and/or Manager Recruitment & Talent Acquisition). Employees in this class work a conventional workweek, subject to working overtime which may include evenings and/ or weekends as required. Work is performed in an office where there are few uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Recruitment and Talent Acquisition Specialist I in that it encompasses performing the full spectrum of applicable recruitment and assessment related functions for positions (comprising professional, managerial, executive; civil and non-civil; non-union and union classifications) throughout and across City Agencies involving all aspects of full life cycle recruitment including:

Resourcefully attracting (which may include preparing and posting compelling position announcements) and sourcing qualified talent/applicants (which may include social media, networking, cold calling, database searching, and other viable applicant outreach initiatives).

Effectively evaluating and screening applicants ensuring that they meet minimum qualifications (which may include preparing determinative competency based interview questions, evaluating employment applications and/or resumes; conducting telephone and web based screenings, in-person interviews, and administering and scoring assessment tests).

Identifying, selecting and referring/recommending qualified candidates to hiring Agencies.

Conducting referencing and/or assisting with conducting referencing.

Negotiating and/or assisting with negotiating competitive employment offers.

Extending employment offers and preparing offer and/or acceptance letters.

Assisting in the management of and or coordination of assessment planning, administering, and delivery.

Leading, organizing and planning Recruitment and Talent Acquisition special projects, Department and Divisional priorities and initiatives.

III. TYPICAL EXAMPLES OF THE WORK

The Recruitment & Talent Acquisition Specialist II position may be required to perform some or all of the following examples of work. These examples do not nor are they intended to represent an exhaustive list of all requisite areas of responsibility of the position. The position may require related areas of responsibility, not listed, if necessary, to accomplish the work of the Agency.

Recruitment and Talent Acquisition Division of the Department of Human Resources:

Performs all functions of full life cycle recruiting including attracting; sourcing; screening, interviewing; administering tests; identifying, selecting and referring qualified candidates; referencing; and negotiating and extending competitive employment offers. Partners with hiring agency representatives to develop competency based interview guides. Ensures a positive candidate experience throughout the recruitment process.

Partners with Agency Representatives to develop effective, creative and viable recruitment strategies to attract a high-volume of qualified candidates for all position classifications, as well as technical, specialized and difficult to fill positions in a timely manner to meet business needs.

Sources qualified applicants and initiates applicant outreach through social media, networking, cold calling, data base searches, colleges/universities and trade schools, organizations/associations, etc. Posts positions on various external job boards. Assists in developing and maintaining candidate pipelines of talent to meet future staffing needs.

Develops and sustains professional business relationships with external recruitment sources to include colleges/universities and trade schools, industry peers, organizations/ associations, employment agencies, executive recruitment firms, etc. Keeps abreast of trends in the industry and recommends best practices related to recruitment activities/services and processes.

Prepares and posts compelling job announcements to attract qualified applicants, and prepares supplemental questions to assist in evaluating applicant's eligibility.

Evaluates employment applications and/or resumes to determine applicants eligibility.

Evaluates and determines validity of applicant appeals through additional information submission reviews and reassessments to ascertain errors and/or omissions.

Serves as Recruitment and Talent Acquisition Business Partner for assigned agencies, and liaises between assigned agencies and centers of excellence representatives to ensure that appropriate staffing levels are achieved and maintained.

Facilitates and provides applicant tracking system training for City end users.

Ensures that all recruitment activities are in compliance with federal, state and local regulatory guidelines and requirements.

Partners with recruitment management team to automate and customize various recruitment reports to capture relevant, at-a-glance status and activity information.

Responds to recruitment and related inquiries from agency Human Resources Representatives.

Provides clarification and interpretation of recruitment policies, procedures and rules to agency representatives, employees and the general public.

Provides recruitment related guidance to employees who have been separated from the City's employ and/or who are interested in pursuing other opportunities within the City.

- Back up the Testing Function:

  - Meets with Subject Matter Experts to conduct Job Analysis, Job Specification Review, Test Content/Test Weight analysis and Item Review. Creates scope of test and testing date for job announcements.

  - Administers open and promotional tests, such as written multiple choice, orals or performance following standardized test administration procedures. Schedules tests, selects venues and oversees Test Monitors during test administration.

  - Reviews statistical reports of test scores, establishes passing point cut-offs and adverse impact calculations.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Recruitment and Talent Acquisition Division of the Department of Human Resources:

Demonstrated success implementing full life cycle recruitment functions.

Ability to review and evaluate others' work products.

Solid experience developing and implementing effective recruitment strategies/plans.

Proven experience delivering results by driving innovation and exhibiting subject matter expertise to effectively influence hiring decisions.

Knowledge of federal and regulatory recruiting guidelines/laws.

Proficiency in using applicant tracking systems.

Ability to resolve difficult, confidential and sensitive problems with tact and diplomacy.

Ability to interpret, apply and explain human resources policy and procedures in both verbal and written form.

Ability to multitask and adjust to competing and shifting priorities.

Ability to work independently requiring minimal supervision.

Proficiency with Microsoft Office Suite.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A Bachelor's degree from an accredited college or university and a minimum of five (5) years of full life cycle recruitment and strategic talent acquisition work which must include practical application experience in **ALL** of the following areas:

Creatively attracting and sourcing talent that is aligned with business goals and objectives through viable multiple channels such as social media, networking, colleges/ universities and trade schools, cold calling, etc.; experience screening candidates effectively to ensure that they meet minimum qualifications; experience conducting phone, in person and web based interviews to assess candidates knowledge, skills and abilities; experience evaluating, identifying and selecting the best qualified candidates; and experience negotiating competitive employment offers.

Experience developing and administering assessment tests to ensure effective evaluation and measurement of requisite bodies of knowledge, and skills/abilities, a plus.

Equivalencies - Graduate course work in human resources management, business administration or public policy from an accredited college or university may be substituted for each year of the experience requirement. Additional professional experience in employment testing, recruitment and talent acquisition or human resource administration may be substituted for the required education on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification are required to have a PHR or SPHR certification or must obtain (within one (1) year of employment commencement) and maintain professional human resources certification through a nationally recognized organization such as Human Resources Certification Institute (HRCI) or International Public Management Association for Human Resources (IPMA HR).

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 28, 2014

Baltimore City Department of Human Resources

RECRUITMENT AND TALENT ACQUSITION SPECIALIST III

33680

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Recruitment and Talent Acquisition Specialist III performs a high volume of complex full life cycle recruitment and talent acquisition, examination and assessment functions to ensure that optimum staffing levels are achieved and maintained in the most time-efficient and cost-effective manner. Work of this class involves leading professional, paraprofessional and clerical staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening and weekend work as required for operational necessity. Work is performed in an office where there are no uncomfortable or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Recruitment and Talent Acquisition Specialist II in that it involves assigning and reviewing the work of others and performing the full spectrum of complex recruitment and talent acquisition functions for professional, managerial, executive, civil and non-civil service positions involving specialized, technical and hard-to-recruit occupations including special projects that involve considerable research, analysis and evaluation and formulation of program recommendations. Develops and administers assessment tests to ensure effective evaluation and measurement of requisite bodies of knowledge, skills and abilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore City Department of Human Resources, performs complex full life-cycle recruitment and talent acquisition activities to ensure that optimum staffing levels are maintained and that vacant positions are filled in the most time-efficient and cost-effective manner.

Assigns and reviews the work of lower-level Recruitment and Talent Acquisition Specialists, clerical and paraprofessional staff.

Designs and implements innovative sourcing and talent acquisition strategies to attract a diverse population of qualified candidates; develops and implements alternative sourcing and acquisition strategies for executive, technical, specialized and hard-to-recruit for occupations.

Determines the most cost effective sourcing of high volumes of qualified candidates using internal and external resources and tools such as resume databases, advertisements, internet-based recruitment sources, professional networks, employee referral programs, or job fairs.

Partners with HR Business Partners and hiring managers to build and sustain an effective recruitment process and to develop effective, creative and viable recruitment strategies that reduce time to fill and cost of hire for all open positions, and to discuss market data and talent acquisition strategy; assists in the development of competency –based interview guides.

Serves as resource for the City's examination and assessment function; develops or assists in the development of new assessment instruments as appropriate including test analysis, position analysis specification review, test content and weight analysis; serves as liaison with subject matter experts and vendors

Facilitates and administers open and promotional examinations such as written, oral and performance following standardized test administration procedures; develops scope of assessment instrument; schedules examinations, coordinates and facilitates test logistics including scheduling, venue, materials etc.

Scores and analyzes examination results; establishes validation, passing points, standard deviation and passing points. Ensures security of test materials .

Evaluates and screens applicants to ensure that minimal eligibility requirements are met; conducts telephone, in person and web-based interviews and screening to identify, select and refer or recommend qualified candidates to hiring agencies within targeted timelines.

Creates and posts requisitions, reviews candidate resumes for eligibility determinations, and completes candidate tracking.

Utilizes effective sourcing strategies in an effort to build a network of high quality, diverse candidates for current and future openings.

Meets periodically with HR Business Partners and hiring managers regarding specific diversity recruitment goals and implements appropriate tactics to ensure a diverse candidate slate for each position.

Provides appropriate technical guidance to HR Business Partners regarding the proper interpretation and application of federal and state labor laws, and City policies and procedures governing recruitment and selection.

Utilizes an automated applicant tracking system in compliance with staffing requirements to support the recruitment process.

Compiles and prepares a variety of talent acquisition metrics and reports.

Represents the Recruitment and Talent Acquisition Section at various meetings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of human resources administration, full life cycle recruitment and assessment.

Knowledge of ATS functionality with internet research, applicant sourcing tools and references

Knowledge of federal and state labor laws as they apply to recruitment, assessment and selection.

Knowledge of affirmative action requirements and reporting.

Skill in logistics and strategic planning.

Skill in utilizing computer systems and software such as Microsoft Office Suite.

Ability to schedule, assign and review the work of others.

Ability to identify, evaluate, and manage proactive sourcing plans, position specific sourcing strategies, initiatives, and tactics including cold-calling, network/relationship building, internet job boards, database mining, referrals, professional outreach, agencies, and advanced sourcing techniques.

Ability to understand the needs of the business department and hiring managers and successfully recruit for the appropriate talent in the broader labor market.

Ability to prepare reports and correspondence.

Ability to utilize internet sourcing, social media and applicant tracking systems in the recruitment process.

Ability to multi-task and to adjust to competing and shifting priorities.

Ability to resolve difficult, confidential and sensitive problems with tact and diplomacy.

Ability to manage contractual relationships; budget/expenditures and performance objective/measures tracking.

Ability to effectively recruit and utilize web technology to identify and track candidates.

Ability to interpret, apply and explain human resources policy and procedures to others in both verbal and written form.

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

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree from an accredited college or university and seven years of full life cycle recruitment and strategic talent acquisition work which must include practical application experience in ALL of the following areas:

- Assessing, developing and sourcing recruitment strategies aligned with business objectives utilizing viable multiple resources such as social media, networking, colleges and trade schools; cold calling and traditional job postings.
- Screening candidates effectively to ensure minimum eligibility requirements are met
- Developing questions and conducting telephone, in person and web-based interviews to assess candidates' knowledge, skills and abilities;
- Evaluating, identifying and selecting candidates and making recommendations to hiring managers and negotiating competitive employment offers.

Experience in evaluating, developing and administering assessment tests to ensure effective evaluation and measurement of requisite bodies of knowledge, skills and abilities is preferred and may be required for some positions in this class.

Equivalencies - Graduate course work in Human Resources Management, Psychology, Business Administration, Public Policy or a related field from an accredited college or university may be substituted for the experience requirement on a year for year basis. Additional professional experience in employment testing, recruitment and talent acquisition or human resources administration may be substituted for the required education on a year for year basis.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Employees in this classification are required to have a PHR, SPHR or comparable HR certification or must obtain (within one (1) year of employment commencement) and maintain professional human resources certification through a nationally recognized organization.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 28, 2014

REVISED: August 14, 2014

Baltimore City Department of Human Resources

HR ASSISTANT I

33681

Administrative Division
Management Support Branch
Human Resources Group

I. CLASS DEFINITION

An HR Assistant I performs office and routine human resources work in a City agency Human Resources program. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of HR Assistant II in that it performs office and routine personnel work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assists in prescreening and screening of job applicants to determine training, experience, interests and work attitudes; distributes and collects applications; provides information to job applicants; sets up interviews between applicants and agency supervisors.

Assists in conducting orientation training for new employees; arranges physical examinations for new employees; informs employees of City and agency policies, rules, regulations and benefits.

Fills out, ensures the accuracy of and types human resources forms; distributes to City agencies the completed forms and follows up to ensure the processing of forms; revises and updates human resources office forms; prepares interview letters for the agency.

Distributes required forms for exit interviews, Family Medical Leave Act requests, Financial Disclosure statements; reviews for completeness and processes; ensures all required materials are turned in prior to employee exit; notifies Bureau of Payroll, credit union and other required parties of changes in employee status.

Collects, compiles and organizes personnel data, and prepares routine human resources reports.

Maintains human resources records and files.

Prepares materials for and may attend and participate in meetings.

May request eligibility lists from the Department of Human Resources.

Arrange drug and pre-employment physicals.

Gather information for classification actions.

Answers inquiries from department heads, employees, and the general public regarding various human resources activities.

Uses computer software packages and other automated office systems to generate a variety of documents, including lists, tables, reports, correspondence and other human resources documents.

Performs office work, including filing, typing and general record maintenance.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of standard office practices, procedures, systems and equipment.

Knowledge of automated office systems and word processing software.

Ability to assist in providing orientation training for new employees.

Ability to understand, interpret and apply human resources policies and procedures.
Ability to deal with a variety of situations and problems under specified time constraints.

Ability to compile data and prepare reports and forms.

Ability to prepare and maintain human resource records, forms and files.

Ability to answer inquiries regarding human resources matters.

Ability to maintain confidentiality for all human resource related activities.

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

Ability to communicate effectively with employees, supervisors, and the general public.

Ability to perform office work.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree from an accredited college or university.

Equivalencies - Equivalent combination of education and experience in performing office support work in a human resources program, in one or more areas of HR, such as HR information systems management, recruitment and talent acquisition, classification and compensation, training and development, labor relations, employee benefits, and employee assistance, and/or wellness programs.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: January 20, 1988

REVISED: April 26, 2006 (title change)
May 29, 2013 (Title Change)
May 28, 2014

Baltimore City Department of Human Resources

POLICE HUMAN RESOURCES ASSOCIATE

33682

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

A Police Human Resources Associate performs a variety of personnel work of a moderately complex nature in a City agency. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable or hazardous work conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Baltimore Police Department, collects, compiles, verifies and organizes personnel data and statistics and prepares reports; participates in personnel studies, surveys, and research projects and recommends data collection procedures and forms, survey methodology and sampling criteria.

Orients new employees on a variety of departmental matters and advises employees on benefits and other personnel matters; interviews job applicants in depth and sets up interviews between applicants and agency supervisors; makes arrangements for pre-employment physicals; directs the preparation and processing of personnel forms and resolves problems involving the forms; prepares and processes personnel forms, correspondence and reports.

Prepares documents for publication; prepares materials for and may attend and participate in meetings.

Maintains personnel records and files.

Provides detailed information to employees and the public on a variety of personnel matters.

May supervise office support personnel.

May assign and review the work of and provide guidance to office support personnel.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of personnel administration.

Ability to prepare statistical reports.

Ability to compile, collect and verify data and statistics.

Ability to design forms and develop procedures.

Ability to perform a variety of moderately complex personnel tasks.

Ability to maintain records and files.

Ability to deal effectively with City employees, officials and the public.

Ability to implement personnel policies and procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate's degree from an accredited college or university and two years of personnel experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 29, 1995

Baltimore City Department of Human Resources

HR ASSISTANT II

33683

Administrative Division
Management Support Branch
Human Resources Group

I. CLASS DEFINITION

An HR Assistant II performs a wide variety of paraprofessional human resource work in a City agency human resources division. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of HR Assistant I in that it involves performing a wide variety of paraprofessional human resource work rather than a combination of office support and paraprofessional duties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Performs a variety of routine recruitment activities: screens applications and ranks based on established minimum qualifications; modifies and places advertisements; schedules and coordinates interview and selection procedures; and may participate on interview panels to monitor compliance with human resource practices and policies.

Conducts new employee orientations and exit interviews; arranges pre-employment physicals.

Provides information and explains human resource policies and procedures to agency management and employees regarding personnel records, payroll administration, leave policies, employee benefits, grievance procedures, classification and recruitment requests.

Coordinates compliance with administrative policies and procedures such as drug testing, discipline and performance evaluations; confers with program supervisors to resolve problems in a timely manner.

Evaluates internal procedures and records maintenance and recommends improvements.

Compiles information and documentation for and participates in meetings related to a variety of personnel matters such as Civil Service and grievance hearings, classification actions, workers'

compensation and payroll administration; provides pertinent facts, identifies problem areas and makes recommendations; follows through on action items resulting from meetings.

Prepares human resource forms, correspondence and reports; compiles statistics; ensures validity of data and resolves discrepancies; generates comprehensive reports reflecting daily, weekly, quarterly and annual activity and status.

Assists with the maintenance of human resource files in accordance with policies and procedures.

Answers inquiries from department heads, employees, and the general public regarding human resources activities.

Uses computer software packages and other automated office systems to generate a variety of documents, including lists, tables, reports, correspondence and other human resources documents. Maintains databases and agency files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, practices, and techniques of routine human resource administration relating to recruitment and talent acquisition, classification and compensation, training and development, policy development, labor relations, benefits administration, employee assistance and/or wellness programs .

Ability to coordinate interview and selection procedures in compliance with established policies.

Ability to conduct orientation training for new employees.

Ability to use automated recordkeeping and word processing systems.

Ability to deal with a variety of situations and problems under specified time constraints.

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

Ability to understand, interpret and apply human resource policies and procedures.

Ability to communicate effectively with employees, supervisors, and the general public.

Ability to compile data and prepare reports.

Ability to prepare and maintain human resources records, forms, and files.

Ability to maintain confidentiality for all human resource related activities.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree from an accredited college or university and two years of experience performing paraprofessional work in human resources.

Equivalencies – One year of additional experience performing paraprofessional human resources work in one or more areas of HR, such as HR information systems management, recruitment and talent acquisition, classification and compensation, training and development, labor relations, employee benefits, and employee assistance and/or wellness programs may be substituted for each year of the college requirement. An additional year of undergraduate course work in human resources administration, business administration or public policy from an accredited college or university may be substituted for each year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not applicable.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: April 26, 2006

REVISED: May 29, 2013
May 28, 2014

Baltimore City Department of Human Resources

EMPLOYEE BENEFITS ASSISTANT

33688

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Employee Benefits Assistant coordinates and performs a variety of complex health and other employee benefit program processing and office support operations in such areas as enrollment, eligibility and billing. Work of this class involves leading clerical, billing and other office support personnel, but does not involve full supervisory duties and responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the work of office support personnel engaged in enrollment, billing and other employee benefits work.

Advises superior of potential problems and the projected impact of changes in regulations and policy.

Reviews, completes and ensures accuracy of benefit forms, reviews claims material, and documentation submitted for changes in benefit status.

Assists in the coordination of a variety of special projects and events such as the annual open enrollment and benefit statement distribution.

Interprets policy and answers inquiries on health program enrollment, processing and payment of medical claims and premiums and other employee benefits from agency representatives, employees, retirees and health care providers.

May assist in drafting administrative procedures related to a wide variety of employee benefits problems.

Maintains records and compiles data and prepares statistical reports.

Responds to complex inquiries, investigates complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of employee benefits administration and programs.

Ability to compile and analyze operational data and make reports.

Ability to interpret and explain health and other employee benefit program policy and procedures.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with benefit providers, City and State officials, employees and retirees.

Mathematical ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school and five years of experience in performing office support work in an employee benefits or human resources program.

Equivalencies – An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 16, 2005

Baltimore City Department of Human Resources

EMPLOYEE BENEFITS SUPERVISOR

33690

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Employee Benefits Supervisor directs and coordinates a variety of health and other employee benefit programs including enrollment, eligibility, billing, and domestic partnership. Work of this class involves supervising clerical, billing and other office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises, disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate personnel engaged in enrollment, billing and other employee benefits work.

Supervises the activities and operations of the employee billing section, authorizes overpayment refunds, employee premium payment plans and health insurance coverage backdates.

Reviews confidential affidavits and documents to determine employee eligibility for the City's Domestic Partnership program; recommends approval.

Advises superior of potential problems and the projected impact of changes in regulations and policy.

Assists in drafting administrative policy related to a wide variety of employee benefits programs.

Assists in the coordination of a variety of special projects and events such as the annual Employee Health Fair, the Health and Wellness Lunch program, annual benefit statement distribution and open enrollment.

Interprets policy and answers inquiries on health program enrollment, processing and payment of medical claims and premiums and other employee benefits from agency representatives, employees, retirees and health care providers.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of employee benefits administration and programs.

Ability to administer a variety of employee benefit programs in an efficient and cost-effective manner.

Ability to compile and analyze operational data and make reports.

Ability to interpret and explain health and other employee benefit program policy and procedures.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with benefit providers, City and State officials, employees and retirees.

Mathematical ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in employee benefits work.

Equivalencies – Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: April 26, 1989

REVISED: April 16, 1996 (title changed)
August 9, 2000

Baltimore City Department of Human Resources

EMPLOYEE ASSISTANCE COUNSELOR I

33691

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Employee Assistance Counselor I conducts mental health assessments of City employees who are mandated to seek counseling or are self-referred; and provides referrals and short-term solution-focused counseling of a routine nature. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Employee Assistance Counselor II in that it does not involve handling critical incident debriefings or providing work instruction and guidance to subordinate employee assistance counselors and interns.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Employee Assistance Program of the Department of Human Resources, the Employee Assistance Counselor I evaluates and conducts mental health assessments and provides counseling to City employees and their families with personal problems such as family, emotional distress, substance abuse, disruptive and intense supervisor/employee conflicts; financial, legal and job stress.

Consults with City supervisors in regard to the City employee; may advise supervisors regarding job, personality and stress problems in the work place that may be contributing to the employee's physical and psychological difficulties; advises supervisors on time off for employees whose behavioral health needs require treatment; consults with supervisors and employees regarding back-to-work policies and schedules.

May participate with Employee Assistance Counselor II's in evaluating, conducting mental health assessments and providing counseling to City employees referred under the City's Workplace Violence Policy.

May organize and conduct training programs for City agency supervisors and employees regarding the Employee Assistance Program and other City policies.

Maintains confidential files with information concerning City employees; compiles and writes reports on employee assistance data; corresponds with outside agencies and provides written reports.

Receives training, work review and guidance from superiors on case management, counseling techniques and referrals.

With supervision, may testify as a mental health witness in court cases and termination hearings held by the Civil Service Commission of Baltimore City involving job termination and disciplinary actions.

Refers City employees to public and private care providers for resolution of and assistance with their problems; monitors progress to ensure delivery and adherence to the program.

Participates in workshops, seminars and conferences to remain abreast of new information in the field of employee assistance programs involving various aspects of mental health and counseling.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of counseling and interviewing.

Knowledge of employee assistance program core technology.

Knowledge of ethical standards for employee assistance professionals.

Ability to coordinate, expedite and maintain a varied employee work caseload.

Ability to counsel and work with City employees attempting to resolve their problems.

Ability to establish and maintain effective working relationships with City employees and supervisors and public and private care providers and employee assistance counselors.

Ability to maintain complex confidential documentation and files.

Ability to testify as a mental health witness in Civil Service Commission hearings and court cases.

Ability to write detailed and complex reports on City employee problems, resolution strategies and goals and the varying degrees of success or failure of employee problem resolution.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE

Requirements - A Master’s degree from an accredited college or university in mental health, psychology, counseling, social work or a related field with a counseling specialty.

Equivalencies – No equivalency.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and successfully pass a fingerprint and background investigation.

ADOPTED: November 1, 1979

REVISED: May 18, 1984
July 19, 1990 (title changed)
September 26, 1990
October 10, 1991
February 22, 1994
March 15, 1994
August 3, 1994
August 19, 1997
June 11, 1998
November 25, 2002
March 10, 2003
January 25, 2007
April 15, 2008
September 2, 2008 (license changed)
September 10, 2008

Baltimore City Department of Human Resources

EMPLOYEE ASSISTANCE COUNSELOR II

33696

Administrative Division
Management Support Branch
Personnel Group

I. CLASS DEFINITION

An Employee Assistance Counselor II conducts in-depth mental health assessments of City employees who are mandated to seek counseling or are self-referred; and provides referrals and short-term, solution-focused counseling. Work of this class involves leading employee assistance counselors and interns but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and occasionally at job sites where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Employee Assistance Counselor I in that it involves handling critical incident debriefings in addition to substance abuse, mental health and workplace violence issues and providing work instruction and leading subordinate employee assistance counselors and interns but does not involve full supervisory duties or responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Employee Assistance Program (EAP) of the Department of Human Resources, the EAP Counselor evaluates and conducts mental health assessments and provides counseling to City employees and their families with complex personal problems such as family, emotional distress, substance abuse, aggressive behavior, disruptive and intense supervisor/employee conflicts, financial, legal and job stress; consults with supervisors and makes recommendations regarding employees' fitness for work.

Conducts critical incident debriefings for employees and managers in response to sudden death or line of duty death.

Participates in management consultation to assist supervisors with performance improvement plans for City employees who have been mandated to seek counseling.

Evaluates and conducts mental health assessments and provides counseling to City employees referred under the City's Workplace Violence Policy; consults with supervisors and makes recommendations regarding employees' fitness for work.

Consults with City supervisors in regard to the City employee; may advise supervisors regarding job, personality and stress problems in the workplace that may be contributing to the employee's physical and psychological difficulties; advises supervisors on time off for employees who have behavioral health needs that require treatment; consults with supervisors and employees regarding back-to-work policies and schedules.

May assign and review, organize and schedule the work of other employee assistance counselors and interns; and may train employees on case management, counseling techniques and referrals.

May organize and conduct training programs for City agency supervisors and employees regarding the Employee Assistance Program and other City policies.

Recommends and implements improvements in program services.

May serve on advisory committees to offer support and promote program services.

Maintains confidential files with information concerning City employees, compiles and writes reports on employee assistance data; corresponds with outside agencies and provides written reports.

Reviews and monitors referrals to care providers to ensure appropriate and effective provision of services.

Refers City employees to public and private treatment providers for resolution of and assistance with their problems; monitors progress to ensure delivery of services and adherence to the program.

Participates in workshops, seminars and conferences to remain abreast of new information in the field of employee assistance programs involving various aspects of mental health and counseling.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the theories and principles of psychology and human behavior

Knowledge of the principles, practices and techniques of clinical and crisis intervention counseling.

Knowledge of the physiological, pharmacological, psychological and socio-cultural aspects of chemical dependency/substance abuse on the workplace, and in families.

Knowledge of substance abuse and mental health treatment modalities especially Brief-solution focused psychotherapy, and the effects on the workplace.

Knowledge of the principles and practices of case management.

Knowledge of and appropriately use community resources and insurance systems in the State.

Knowledge of employee assistance program core technology.

Knowledge of ethical standards for employee assistance professionals.

Ability to coordinate, expedite and maintain a varied employee work caseload.

Ability to train subordinate employee assistance counselors and interns.

Ability to establish and maintain effective working relationships with City employees and their supervisors, public and private care providers and employee assistance counselors.

Ability to assign, review, organize and schedule the work of others.

Ability to maintain confidential documentation as set forth by state and federal laws.

Ability to write detailed clear, concise and complex reports on City employee problems, resolution strategies and goals and the varying degrees of success or failure of the employee in problem resolution.

Ability to communicate effectively both orally and in writing.

V. MINIMUM QUALIFICATIONS AND EXPERIENCE

Requirements - A Master's degree from an accredited college or university in mental health, psychology, counseling, social work or a related field with a counseling specialty and two years of experience in counseling adult individuals with psychological, addiction, interpersonal or employment related problems.

Equivalencies – No equivalency.

VI. LICENSES, REGISTRATION AND CERTIFICATES

Employees hired after January 26, 2007 are required to hold and maintain one of the following current licenses to practice within the State of Maryland: Licensed Master Social Worker (LMSW), Licensed Certified Social Worker (LCSW), Licensed Certified Social Worker – Clinical (LCSW-C), OR a Licensed Clinical Professional Counselor (LCPC).

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and successfully pass a fingerprint and background investigation.

ADOPTED: September 26, 1990

REVISED:

October 10, 1991	November 25, 2002
February 22, 1994	March 10, 2003
March 15, 1994	January 25, 2007
August 3, 1994	April 15, 2008
August 19, 1997	September 10, 2008
October 30, 2009	May 26, 2021 (License change)

Baltimore City Department of Human Resources

REAL ESTATE AGENT I

33711

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Agent I performs real estate acquisition and disposition assignments of limited complexity. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Real Estate Agent II in that it involves participating in specific segments of the real estate process.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Participates in negotiations with property owners, lawyers, real estate dealers, building contractors, mortgage companies and others for the purpose of acquiring real property for City use in highway and engineering projects, City building sites or other public uses.

Assists in the compilation of appraisal data for use in the evaluation of real property.

Inspects properties and searches land records for titles, descriptions and ownership information.

Consults with contractors, engineers and surveyors regarding cost estimates for acquiring property and preparing site for proposed functions such as the renovation and relocation of utilities, fencing and paving.

Draws preliminary property plats showing individual owners, lot dimensions and improvements.

Negotiates terms of lease; prepares lease and related documents for the use of City, State and Federal government agencies.

Drafts or assists in drafting options, agreements and other legal instruments in cooperation with the Law Department.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate practices and procedures.

Knowledge of real estate laws.

Knowledge of the principles and techniques of real estate appraisal.

Ability to communicate orally and in writing.

Ability to work well with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience in performing real estate negotiation, brokerage, appraisal or management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: THIS IS A FULL-TIME POSITION. THE INCUMBENT SHALL NOT ENGAGE IN PRIVATE REAL ESTATE BUSINESS.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: November 5, 1979

REVISED: October 20, 1981
March 5, 1984
July 22, 1987
May 15, 1996

Baltimore City Department of Human Resources

REAL ESTATE AGENT II

33712

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Agent II participates in the acquisition, disposition and management of real estate for City government. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Real Estate Agent I in that it involves conducting complete negotiations in the acquisition and disposition of real estate.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Negotiates with property owners, lawyers, real estate dealers, building contractors, mortgage companies and others for the purpose of acquiring real property for City highway and engineering projects, City building sites or other public uses.

Inspects properties and searches land records for titles, descriptions and ownership information.

Negotiates terms of leases; prepares leases and related documents for the use of City, State and Federal government agencies.

Coordinates the sale of City properties by engaging auctioneers and real estate brokers and by preparing newspaper advertisements.

Drafts options, sales and lease agreements and other legal instruments in cooperation with the Law Department.

Recommends the approval of property sales and leases to the Board of Estimates.

Rents properties and ensures the maintenance and repair of rental properties.

Confers with department heads on problems concerning the sale, rental or transfer of properties.

Compiles appraisal data for use in the evaluation of real estate and recommending property appraisals.

May assign and review the work of real estate agents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate laws.

Knowledge of real estate practices and procedures.

Ability to prepare real estate appraisal data.

Ability to communicate orally and in writing.

Ability to establish and maintain effective working relationships with representatives of governmental agencies, property owners and the general public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in performing real estate negotiation, brokerage, appraisal or management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit may be required.

NOTE: THIS IS A FULL TIME POSITION. THE INCUMBENT SHALL NOT ENGAGE IN PRIVATE REAL ESTATE BUSINESS.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: November 5, 1979

REVISED: October 20, 1981
March 5, 1984
July 22, 1987

May 15, 1996
May 28, 2015

Baltimore City Department of Human Resources

REAL ESTATE AGENT III

33713

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Agent III leads others and participates in the acquisition, disposition and management of real estate for City government. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Real Estate Agent II in that it involves assigning and reviewing the work of real estate agents.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the work of real estate agents in the acquisition, disposition and management of real estate.

Negotiates with property owners, lawyers, real estate dealers, building contractors, mortgage companies and others for the purpose of acquiring real property for the City highway and engineering projects, City building sites or public uses.

Inspects properties and searches land records for titles, descriptions and ownership information.

Compiles appraisal data for use in the evaluation of real estate and recommending property appraisals.

Negotiates terms of leases; prepares leases and related documents for the use of City, State and Federal government agencies.

Coordinates the sale of City properties by engaging auctioneers and real estate brokers and by preparing newspaper advertisements.

Drafts options, sales and lease agreements and other legal instruments in cooperation with the Law Department.

Recommends the approval of property sales and leases.

Rents properties and insures the maintenance and repair of rental properties.

Confers with department heads on problems concerning the sale, rental and transfer of properties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate laws.

Knowledge of real estate practices and procedures.

Ability to prepare real estate appraisal data.

Ability to effectively communicate orally or in writing.

Ability to establish and maintain effective working relationships with representatives of governmental agencies, property owners and the general public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in performing real estate negotiation, brokerage appraisal or management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: This is a full-time position. The incumbent shall not engage in private real estate business.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 22, 1987

REVISED: May 15, 1996

Baltimore City Department of Human Resources

REAL ESTATE AGENT SUPERVISOR

33715

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Agent Supervisor plans and coordinates the acquisition and disposition of real estate or highway right-of-ways for City government. Work of this class involves supervising real estate personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the activities of real estate agents; disciplining, evaluating the performance of and recommending the hiring, firing and promotion of agents.

Selects appraisers; reviews appraisals for acceptability and conformance with Federal regulations; recommends approval.

Supervises and participates in property and lease negotiations.

Obtains Federal and local approval of negotiated prices.

Directs the preparation of land acquisition plans for inclusion in Federal applications for urban development assistance.

Advises the Law Department on title reports and condemnation cases.

Coordinates acquisition activities with agency relocation, demolition and site improvement programs.

Makes recommendations on land values and marketability and the feasibility of proposed land use.

Develops schedules and sets up procedures, subject to approval.

Consults with builders and developers as to the disposition of land in conformance with Federal requirements.

Inspects work of builders to ensure adherence to the contractual terms of disposition agreements.

Confers with department heads, engineers, City Boards, attorneys, City Council Committees, State and Federal agencies and real estate dealers concerning the acquisition of highway right-of-ways and other property acquisitions and dispositions.

Confers with Law Department concerning pending suits.

Directs economic land studies, property management activities and relocation advisory services.

Confers with department heads and governmental agency representatives regarding land acquisition and disposition policies and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate laws.

Knowledge of real estate practices and procedures.

Knowledge of the principles and techniques of real estate appraisal.

Ability to maintain detailed records and write reports.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with representatives of governmental agencies, property owners and the general public.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in performing real estate negotiation, brokerage, appraisal or management.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: THIS IS A FULL TIME POSITION. THE INCUMBENT SHALL NOT ENGAGE IN PRIVATE REAL ESTATE BUSINESS.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 5, 1979

REVISED: October 20, 1981
March 5, 1984
May 15, 1996

Baltimore City Department of Human Resources

REAL ESTATE TECHNICIAN

33721

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Technician devises and implements data base management procedures to develop an inventory of City government real estate and conducts analytical studies to improve workflow and to simplify procedures for the agency. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Real Estate Department of the Office of the Comptroller, devises and implements data base management procedures in order to identify, organize, classify and evaluate the inventory of property that is owned, leased and controlled by the City government.

Collects, compiles and analyzes data; prepares plans and writes reports detailing recommendations for improvements in agency administrative procedures, organization and operations.

Designs forms for use in field evaluations of real estate property inventory.

Advises agency managers and staff of changes in administrative and organizational procedures.

Receives and processes information from other agencies with respect to the changing status of City property, transmits data to the Bureau of Accounting and Management Information Systems for entry into the real property data files and enters information into the computer files that are maintained by the Department of Real Estate.

Prepares data and materials for public hearings and public meetings with community groups and participates in real estate negotiations.

Monitors the assignment and progress of field evaluations and other data gathering activities.

Collects information from field surveys of property that is owned, leased and controlled by the City government.

Reviews field evaluations that are performed by departmental staff for accuracy; organizes and assembles field information and writes reports.

Answers inquiries and provides information to the general public and other municipal agencies concerning real estate agency policies, procedures and activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate data management techniques.

Knowledge of real estate techniques and administration.

Ability to communicate effectively, both orally and in writing.

Ability to develop procedures and forms.

Ability to collect, compile and analyze data.

Ability to organize, plan, monitor and evaluate work.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience performing real estate data management work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 12, 1983

REVISED: March 5, 1984

REVISED: September 6, 1985
August 24, 1992 (class abolished)
March 27, 1996 (class recreated)

Baltimore City Department of Human Resources

LAND CONVEYANCE SUPERVISOR

33725

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Land Conveyance Supervisor directs and coordinates the operations of a unit involved in municipal land conveyance, sale of city-owned properties, right-of-entry agreements and street closings with City agencies, contractors, developers, property owners, private utilities, the City Council and the Mayor's Office. Work of this class involves supervising real estate and office support personnel.

The incumbent receives moderate supervision from an administrative superior. An employee in this class works a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates the activities, staff and operations of a governmental land conveyance unit engaged in processing the buying, selling and leasing of municipal and private property and related agreements and ordinances dealing with property rights, right-of-ways, easements and street closings.

Collects and annualizes databases regarding city-owned property and generate statistical reports; maintains and updates database to reflect real property changes.

Assigns and reviews the work of staff in the sale and conveyance of city-owned property.

Confers with government officials, City Council members, contractors, developers and property owners regarding the processing of street closings, right-of-entries, easements, title reports and utility placement coordination.

Furnishes information to governmental agencies and the general public regarding property ownership, correct spelling of street names, deed references, size and descriptions of lots and the sale and handling of real property.

Researches and resolves inconsistencies among deed and real property records.

Reviews and responds to inquiries regarding real property disposition.

Reviews and comments on subdivision plats and utility developer agreements to ensure documents are accurate, complete and in compliance with applicable state and municipal laws and ordinances.

Develops and conducts feasibility studies to determine the effects of proposed street closings and right-of-entry agreements on departmental operations, costs, and utility relocation.

Drafts proposed revenue projections on the sale of city-owned real properties.

Prepares sales, opening, closing and franchise ordinances for submission to the City Council and provides necessary supporting data.

Conducts special studies and surveys regarding the identification of City property to be leased, sold or declared surplus and the relocation of offices and warehouses.

Provides data and information to other City agencies on the status of City streets, real property and alleys in order to determine private or public ownership and responsibility for municipal repair and paving.

Advises subordinate staff and superiors on changes in policy, procedures, amendments and legislation affecting land conveyance.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the policies and procedures involved in governmental land conveyance, including such areas as right-of-entry, temporary and permanent easements, property leasing and street closings.

Knowledge of City and State laws, ordinances and regulations regarding governmental land conveyance.

Ability to direct and coordinate a land conveyance program.

Ability to establish and maintain effective working relationships with contractors, property appraisers, developers, government officials, property owners and the general public.

Ability to communicate effectively, orally and in writing.

Ability to conduct feasibility studies and write detailed reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in land conveyance, property location, or land survey work or experience in right-of-entry, easement, property leasing, title and deed research and street closings.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: THIS IS A FULL TIME POSITION. THE INCUMBENT SHALL NOT ENGAGE IN PRIVATE REAL ESTATE BUSINESS.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 3, 1996

REVISED: July 17, 1996
September 25, 2008

Baltimore City Department of Human Resources

REAL ESTATE APPRAISER

33730

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Appraiser performs municipal residential and commercial property appraisals and right-of-way acquisitions. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a licensed or certified appraisal superior. Employees in this class work a conventional workweek. Work is performed in an office and on-site at properties where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

N/A

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts a full range of property appraisals duties involving the research, investigation, analysis, fair-market value determination and appraisal reporting associated with mixed residential and commercial City land acquisition and disposition.

Compiles appraisal data for use in the evaluation of real property from on-site visits and property owners, real estate records, recent fair-market value determinations obtained for similar or adjacent properties and readily-available sources and materials.

Consults with contractors, engineers and surveyors regarding cost estimates for acquiring property and such preparations as the renovation and relocation of utilities, fencing and paving.

Draws preliminary property plats showing individual owners, lot dimensions and improvements.

May advise government officials and boards on property appraisal policies, practices and procedures.

Researches and investigates property appraisal issues for superiors

Attends public meetings with superiors to explain and answer questions about the property appraisal policies, procedures and practices of the City of Baltimore.

Prepares property appraisal reports and documents.

Drafts or assists in drafting legal instruments in cooperation with the Law Department.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate appraisal laws, practices and techniques.

Knowledge of the Uniform Standards of Professional Appraisal Practice.

Knowledge of property values and real estate market trends.

Knowledge of the principles and techniques of real estate appraisal.

Ability to evaluate appraisal and related data.

Ability to prepare property appraisals and reports of limited complexity.

Ability to establish and maintain effective working relationships with government officials, federal and state agencies, staff, property owners, independent appraisers and the general public.

Ability to advise City department heads on problems of limited complexity concerning the appraisal of properties.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two year of experience in appraising real estate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a Certified Residential or Certified General Real Estate Appraiser by the Commission of Real Estate Appraisers and Home Inspectors of the State of Maryland Department of Labor, Licensing and Regulation is required.

NOTE: This is a full-time position. Incumbents shall not engage in private real estate business.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 20, 2006

REVISED: March 28, 2017

Baltimore City Department of Human Resources

REAL ESTATE APPRAISER III

33731

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Appraiser III performs complex real estate appraisals involving large, scattered site, multi-property, mixed residential/commercial/industrial acquisition and disposition projects and participates in coordinating all municipal property appraisals and right-of-way acquisitions. Work of this class may involve leading municipal and contractual real estate appraisers, but does not involve full supervisory duties or responsibilities.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and on-site at properties where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Real Estate Appraiser II in that it involves performing complex real estate appraisals involving large, scattered site, multi-property, mixed residential/commercial/industrial acquisition and disposition projects.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and coordinates the City's real property appraisal services; conducts large, complex, multi-property, scattered site, mixed commercial/residential/industrial appraisals for City land acquisition and disposition; performs complex fiscal analyses associated with these appraisals; participates in negotiations for the acquisition and disposition of real property by the City; and assists superiors in planning and coordinating the real estate appraisal activities of the City.

Compiles appraisal data for use in the evaluation of real property from on-site visits and property owners, real estate records, recent fair-market value determinations obtained for similar or adjacent properties and property appraisals in other states and cities.

Advises on and recommends new and revised property appraisal policies and procedures to superiors; implements new and revised property appraisal policies and procedures; may train staff in new and revised policies and procedures.

Performs complex market analyses and value determinations for the leasing of City-owned and privately-owed properties.

Provides specialized analyses, opinions, conclusions or estimates of value for real estate transactions, including but not limited to return on equity investment, cash flow investments, risk analysis and returns to the City for loans or subsidies provided by the City to private investors.

Prepares written technical reviews of appraisals performed by independent and contractual appraisers to assure compliance with the Uniform Standards of Professional Appraisal Practice.

Reviews, evaluates, revises and approves property appraisals conducted by subordinate municipal and contractual real estate appraisal staff.

Advises officials, agencies, developers and boards on property appraisal trends and problems.

Investigates, re-evaluates and resolves complex and controversial property appraisals.

Interviews and selects contractual real estate appraisal personnel; drafts specifications detailing nature and scope of required contractual staff and services.

Compiles appraisal data for use in the evaluation of real property from on-site visits and property owners, real estate records and recent fair-market value determinations obtained for similar or adjacent properties.

Consults with City and State officials and planners, contractors, developers, engineers, historic preservationists and surveyors regarding cost estimates for acquiring property and such preparations as the renovation and relocation of utilities, streets, restoration of historic fabric and details, demolition, use conversion, fencing, landscaping and paving.

May assign, review, revise and correct the work of subordinate municipal and contractual real estate and property appraisers engaged in the research, evaluation and determination of fair-mark value appraisals of large property acquisition and disposition appraisal projects; advises on deficiencies that need to be corrected to ensure the proper valuation of properties.

Reviews, approves and authorizes payment for contractual appraisal services.

Attends public meetings to interpret, explain and answer questions about the property appraisal policies, procedures and practices of the City of Baltimore; testifies before public commissions and in court on appraisal determinations.

Prepares complex property appraisal reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate appraisal laws, practices and techniques.

Knowledge of property values and real estate market trends.

Knowledge of the Uniform Standards of Professional Appraisal Practice.

Skill in researching and determining property appraisal and related data, especially when the data is conflicting, vague or controversial.

Skill in evaluating complex appraisal and related data.

Skill in preparing complex property appraisals and reports on large mixed commercial/residential/ industrial property projects.

Ability to plan and coordinate the City's real property appraisal services and conduct multiple property appraisals.

Ability to develop and implement property appraisal policies, procedures and standards.

Ability to establish and maintain effective working relationships with government officials, federal and state agencies, agency and contractual staff , developers, property owners, independent appraisers and the general public.

Ability to advise City department heads, business and community leaders and developers on problems concerning the appraisal of municipal properties.

Ability to communicate effectively both orally and in writing.

Ability to assign, review and correct the work of subordinate appraisal staff.

Ability to train others in real estate appraisal policies, practices and procedures.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in appraising real estate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a Certified Residential Real Estate Appraiser by the Commission of Real Estate Appraisers and Home Inspectors of the State of Maryland Department of Labor, Licensing and Regulation is required.

NOTE: This is a full-time position. The incumbent shall not engage in private real estate business.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 1984

REVISED: May 15, 1996
December 20, 2006

Baltimore City Department of Human Resources

REAL ESTATE APPRAISER II

33732

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Real Estate Appraiser II conducts municipal residential and commercial property appraisals and right-of-way acquisitions. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a licensed or certified technical appraisal superior. Employees in this class work a conventional workweek. Work is performed in an office and on-site at properties where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Real Estate Appraiser I in that it involves independently conducting the full range of property appraisal work involving the research, investigation, analysis, fair-market value determination and appraisal report writing associated with the City's acquisition and disposition of real estate.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts independently a full range of property appraisal duties involving the research, investigation, analysis, fair-market value determination and appraisal reporting associated with mixed residential and commercial City land acquisition and disposition.

Advises superiors of property appraisal issues; recommends resolutions; resolves property appraisals controversies and problems.

Advises government officials and boards on property appraisal policies, practices and procedures.

Compiles appraisal data for use in the evaluation of real property from on-site visits and property owners, real estate records, recent fair-market value determinations obtained for similar or adjacent properties.

Consults with contractors, engineers, historic preservationists and surveyors regarding cost estimates for acquiring property and such preparations as the renovation and relocation of utilities, restoration of historic fabric and details, demolition, use conversion, fencing, landscaping and paving.

Prepares written technical reviews of appraisals performed by independent or contractual appraisers to assure compliance with the Uniform Standards of Professional Appraisal Practice.

May participate with superiors in interviewing and selecting contractual real estate appraisal personnel.

May participate with others in reviewing contractual property appraisals to authorize payment for services.

Attends public meetings to explain and answer questions about the property appraisal policies, procedures and practices of the City of Baltimore.

Prepares property appraisal determination reports and related documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of real estate appraisal laws, practices and techniques.

Knowledge of property values and real estate market trends.

Knowledge of the Uniform Standards of Professional Appraisal Practice.

Skill in researching and determining property appraisal and related data.

Skill in evaluating property appraisal and related data.

Skill in preparing detailed property appraisal determinations and reports.

Ability to recommend and implement property appraisal policies, practices and procedures.

Ability to establish and maintain effective working relationships with government officials, agency and contractual staff, developers, property owners, independent appraisers and the general public.

Ability to advise City department heads and staff on problems concerning the appraisal of municipal properties.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in appraising real estate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a Licensed Real Estate Appraiser by the Commission of Real Estate Appraisers and Home Inspectors of the State of Maryland Department of Labor, Licensing and Regulation is required.

NOTE: This is a full-time position. Incumbents shall not engage in private real estate business.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 20, 2006

Baltimore City Department of Human Resources

TITLE RECORDS ASSISTANT

33741

Administrative Division
Management Support Branch
Property Management Group

I. CLASS DEFINITION

A Title Records Assistant examines real property deeds to record property ownership data. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Examines real property deeds to determine accuracy of property ownership data, deed references, size and description of lots, locations and addresses.

Abstracts property transfer information from deeds, leases, right-of-ways, easements and other land record documents.

Researches and resolves inconsistencies in deed and plat records.

Verifies deed references against tax transfer tickets; investigates and corrects errors and missing information where possible.

Assists governmental agencies, independent surveyors, engineers, lawyers and the general public by providing real property information including ownership of property, deed references, size and description of lots, building addresses, location of City Streets and correct spelling of street names.

May provide assistance to the general public in locating liber and folio references and deed references.

Verifies property descriptions for other agency operations such as certificates of change, petitions for zoning, petitions for liquor board and tax sales.

Maintains records and logs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of land survey and drafting methods and techniques.

Knowledge of legal principles related to real property, deeds and conveyancing.

Knowledge of the principles, techniques and practices of deed, lease, right-of-way, easement and other real property transaction composition and recording.

Knowledge of the land records of Baltimore City.

Knowledge of the liber and folio organization and filing system.

Ability to read and interpret deeds and maps.

Ability to deal effectively with others.

Ability to interpret and verify property ownership, deed reference and property location information.

Ability to proofread tax transfer tickets against deed references with speed and accuracy.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate's degree from an accredited college or university and five years of experience in performing property location, survey or real estate work or land record title searches.

Equivalencies - Six months of additional experience in one of the above areas may be substituted for each year of the degree requirement. Completion of one year at an accredited college or university in engineering, law or course work related to real estate and property law may be substituted for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 3, 1996

Baltimore City Department of Human Resources

QUALITY ASSURANCE ANALYST

33810

Operations Division
Management Support Branch
Library Support Branch

I. CLASS DEFINITION

A Quality Assurance Analyst provides operational review and evaluation of programmatic documentation to determine validity and compliance in accordance with program policy and procedures. The work of this class involves no supervisory duties or responsibilities.

Employees receive close supervision from an operational supervisor. Employees in this class work a conventional workweek that will include occasional evening and weekend work. Work is performed both in an office and at locations of cameras throughout Baltimore City and requires minimal to no physical exertion. Candidates will be required to walk/stand in the outdoors for extended period of time.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing features of this class are quality management work which involves two major foci: quality assurance and quality control. Quality assurance comprises operational and procedural activities implemented in a systematic measurement and associated feedback loop that confers error prevention and provides confidence that quality requirements will be fulfilled. Quality control comprises technical and procedural activities that are a part of quality management focused on fulfilling quality requirements.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts detailed evaluation of citations, calls, reports and/or correspondence for accuracy and completeness.

Identifies and classifies reviewed documentation with appropriate code detailing reasons for rejection when applicable.

Verifies correct documentation for program management review and approval.

Identifies errors and invalid documentation that do not meet the minimum thresholds established for the operational program.

Assemble and compile data for use in analyzing program statistics and measurements.

Advises program management and recommends improvements in the management of the operational program and procedures.

Prepare detailed reports on recommendations for improvements in operational procedures and agency organization.

Provides information to City government personnel and agencies regarding program operations and activities.

Represents the City in court proceedings regarding photo enforced violations.

Visits proposed and current sites of cameras to obtain position information including photographs, measurements, proper signage, and other factors, regarding the location's suitability for photo enforcement. In addition, witnesses and documents field certification tests on cameras.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of modern office methods and procedures, computer equipment, filing systems, business letter and report writing techniques.

Knowledge of statistical and record keeping principles and procedures.

Ability to effectively communicate with the public, vendors, contractors and City staff, verbally and orally.

Ability to perform technical operational work.

Ability to make independent judgment with speed and accuracy.

Ability to compile and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.

Ability to collect, compile, analyze and interpret operational and technical information and data in an effective manner.

Ability to conduct operational and organization studies and make recommendations for improvements.

Ability to follow both written and verbal directions and instructions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and two years of experience in reviewing processes for accuracy and completeness and identifying errors and invalid documentation that do not meet minimum thresholds.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Must have valid Maryland Class C non-commercial driver's license or equivalent out of state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required

ADOPTED: June 1, 2016

REVISED: May 7, 2018

Baltimore City Department of Human Resources

WATER QUALITY ASSURANCE ANALYST

33814

Operations Division
Management Support Branch

I. CLASS DEFINITION

A Water Quality Assurance Analyst is responsible for providing the coordination of quality assurance/quality control measures and comprehensive training to assure City's compliance with the Safe Drinking Act and Clean Water Act with respect to laboratory analysis and field sampling operations.

Employees receive general supervision from a technical manager. Employees in this class work a conventional workweek that may include occasional evening work. Work is performed in an office and requires minimal to no physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing features of this class are quality management processes which involves two major foci: quality assurance and quality control. Quality assurance comprises operational and procedural activities implemented in a systematic measurement and associated feedback loop that confers error prevention and provides confidence that quality requirements will be fulfilled. Quality control comprises technical and procedural activities that are a part of quality management focused on fulfilling quality requirements.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and develops written procedures for quality control/quality assurance for laboratory and field sampling operations to ensure accuracy, quality and precision of scientific findings, compliance with chain of custody protocols and consistency with current technical standards

Utilizes the treatment plant process control and laboratory information management system (LIMS) database and analyzes laboratory data and other reports for process, planning, and permit compliance.

Evaluates quality assurance requirements and objectives and develops and implements data management tools.

Troubleshoots and resolve calibration and other instrumentation errors and problems.

Conducts and inspects data entry and conducts quality control reviews and audits.

Provides assistance for research, data evaluation/validation, method evaluation and data management.

Develops and conducts studies and investigations to resolve discrepancies with laboratory and field sampling data and evaluate compliance with quality assurance practices.

Prepares routine and technical reports and documents, including, but not limited to, QA/QC plans, audit reports, corrective action reports, standard operating procedures, and guidance documents.

Plans, coordinates and conducts technical laboratory and field sampling training.

Develops and evaluates review processes and procedures for efficiency and effectiveness in program.

Collects, analyzes and summarizes data produced by the laboratory; recognizes potential and actual problems which may occur in analytical procedures and take proper corrective action.

Monitors program quality assurance processing and management accuracy.

Commented [KG1]: This position should not be doing the lab analysis. This is more appropriate for lab assistants.

Makes recommendation on policies and procedures for water quality improvement.

Provides oral and written communications to City representatives and agencies regarding program operations and activities.

Prepares management information and statistical reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of State of Maryland policies, procedures, codes and general practices, including knowledge of occupational hazards and the necessity for adherence to safety precautions.

Knowledge of applicable EPA and state regulations, specifically in reference to the Clean Water Act and Safe Drinking Water Act.

Skill in performing comprehensive program evaluation, statistical and data analysis.

Knowledge of basic sciences, including chemistry; biology; and water and wastewater treatment processes.

Basic knowledge of equipment used in laboratories and field sampling.

Ability to establish and maintain effective relationships with others.

Subject to indoor and outdoor environmental conditions that include exposure to extreme cold and/or hot temperatures.

Knowledge of modern office methods and procedures, computer equipment, filing systems, business letter and report writing techniques.

Knowledge of record keeping principles and procedures.

Knowledge of principles of supervision, training, task and performance evaluation.

Ability to effectively communicate with the public, vendors, contractors and City staff, written and oral.

Ability to perform technical operational work.

Ability to make independent judgment with speed and accuracy.

Ability to compile and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.

Ability to collect, compile, analyze and interpret operational and technical information and data in an effective manner.

Ability to conduct operational and organization studies and make recommendations for improvements.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree in Chemistry, Biology, Environmental Science, Environmental Engineering or related field from an accredited college or university and three years of experience related to regulatory compliance, quality control and data management, and water and wastewater treatment processes.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

ARCHIVES TECHNICIAN

33820

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

An Archives Technician coordinates the shipping and storage of City archival records and operates a planetary camera to reproduce stored documents. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Archives and Records Management Division of the Department of Legislative Reference, coordinates the shipping and storage of designated City records from City departments to the divisional warehouse.

Directs City departmental staff assigned to the Archives on the transfer and placement of their departmental records in the Archives warehouse.

Maintains a central inventory of all records stored in the Archives.

Operates a planetary camera to photograph plats, maps and charts to produce microfilm; positions materials to be photographed and sets up, calibrates, loads, operates and unloads planetary camera.

Reviews and monitors space usage and availability within the Archives warehouse; reports space and utilization problems to the Archives Records Management Officer.

Disposes of obsolete records and documents based on records amortization schedule; bundles and packs obsolete papers for recycling.

Inspects films for errors and quality; operates quality control equipment.

Assists City departmental personnel and the general public conducting research in the Archives by locating stored records for them.

May operate an aperture card mounter and mount film on aperture cards.

Maintains files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the procedures for receiving, storing and shipping documents and materials.

Knowledge of the methods and procedures of taking inventory.

Knowledge of the operation of a planetary camera and related equipment.

Skill in eye and hand coordination.

Ability to coordinate and maintain the records storage program of a large municipal government.

Ability to coordinate and direct the work of others.

Ability to operate a planetary camera and an aperture card mounter.

Ability to maintain archival inventory records and files.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain good working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in operating a planetary camera and related equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: September 24, 1997

Baltimore City Department of Human Resources

ARCHIVIST

33821

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

An Archivist researches documents, organizes and analyzes public documents and other records for historical value and content. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require related duties not listed, if necessary, to accomplish the work of the agency).

Reviews unorganized masses of public documents and other records in order to organize, catalogue, index and describe those of historical value in the Archives and Records Management Section of the Department of Legislative Reference.

Investigates the historical background of public documents to provide data for reports.

Advises individuals conducting historical or genealogical research, determines their needs and directs them to proper records; answers correspondence about historical records.

Conducts record studies and makes document retention recommendations; makes recommendations regarding the conservation or microfilming of damaged or fragile documents.

May assign and review the historical research of student interns and office support personnel.

Maintains files and records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of historical research.

Knowledge of the purpose of preservation of public records and documents.

Knowledge of the techniques of storing and preserving historical documents.

Ability to understand the techniques of storing and preserving historical documents.

Ability to conduct basic historical research and to determine the historical value of records.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Bachelor's degree from an accredited college or university in American history, history, political science or a related field.

Equivalencies - Equivalent combination of education and experience in the historical preservation of records.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: February 26, 1979

REVISED: April 11, 1983
September 12, 1983

Baltimore City Department of Human Resources

LEGISLATIVE REFERENCE ASSISTANT

33824

Administrative Division
Management Support Group
Library and Records Division

I. CLASS DEFINITION

A Legislative Reference Assistant performs legislative reference research, analysis, referral or publication work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Legislative Reference, maintains vertical files, prepares materials for binding and catalogs materials.

Participates with superiors in selecting library materials such as magazines, supplements, newspapers, journals and books for the agency reference library.

Receives and answers general questions and inquiries submitted in person and by internet from government officials and the general public on City, State and Federal laws and legal historical information.

Conducts information searches on the internet of local jurisdictions and State and Federal websites.

Provides guidance and assistance to legislative researchers and library patrons.

Assists the Legislative Reference Editor in the assembly and publication of all City Council materials, including bills, committee reprints, the Council Journal and Calendar, and law volumes.

Assists the Legislative Reference Editor in the assembly and publication of all Department of Legislative Reference materials, including the Baltimore City Code, the Baltimore City Charter, the Public Local Laws, the Baltimore City Handbook, the Baltimore City Building Code and the Baltimore City Fire Code.

Assists the Director and Deputy Director of Legislative Reference in preparing the agency's annual budget.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic legislative processes.

Knowledge of legal research and documentation techniques.

Knowledge of legal document publishing practices.

Knowledge of proofreading techniques and practices.

Knowledge of office support practices and procedures.

Ability to operate a personal computer and associated software.

Ability to maintain and organize files and related information systems.

Ability to coordinate an agency publications program.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of arts degree from an accredited college or university and one-year of experience in legislative reference, publication or legal support work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 22, 1987

REVISED: May 17, 1988
October 29, 1997
August 24, 2007

Baltimore City Department of Human Resources

ARCHIVES AND RECORDS MANAGEMENT OFFICER

33825

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

An Archives and Records Management Officer plans and coordinates the activities and programs of the City Archives in the Department of Legislative Reference. The work of this class involves supervising archives, records management and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the operations and programs of the records management unit (City Archives) of the Department of Legislative Reference.

Develops and implements records management standards, issues instructions and monitors the preparation of records retention schedules and the preservation, storage and photographing of records.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate records management and office support personnel.

Develops and maintains the official archives of the City of Baltimore.

Develops, compiles and assembles retention schedules covering the retention of records common to more than one department and submits these schedules to the City Records Disposal Committee for approval.

Reviews and approves proposals to microfilm records.

Inspects, reviews and approves records and records management practices of City departments.

Organizes and directs the maintenance of the inactive records of the City storage center.

Publishes and enforces standards for classifying, indexing and filing records.

Reviews and approves proposals for the purchase of rental and filing equipment and microfilm and photographing devices and makes recommendations on equipment and devices to department heads and the Director of Legislative Reference.

Organizes and directs the operations and maintenance of the central microfilm service.

With department heads, trains office personnel in accepted records management practices and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the management and preservation of historical and other records.

Knowledge of historical and governmental documents and artifacts.

Ability to develop and implement a viable archives program.

Ability to communicate effectively with others both orally and in writing.

Ability to recognize documents and other artifacts and to place them in their proper historical perspective.

Ability to train records management personnel.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from and accredited college or university in American history, history, political science, library science, or a related field and four years of experience in the management and historical preservation of records.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 1, 1956

REVISED: August 8, 1977
April 11, 1983
September 12, 1983 (title changed)

Baltimore City Department of Human Resources

DIRECTOR OF LEGISLATIVE REFERENCE

33828

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

A Director of Legislative Reference plans and coordinates the legislative reference activities of the City of Baltimore. The work of this class involves directing the activities of library, archives and records management and legal drafting work units.

Incumbents receive executive direction from an appointed board. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, directs, coordinates and evaluates the activities and programs of the Department of Legislative Reference.

Drafts and directs subordinate legislative legal personnel in the drafting of municipal legislation and legislative amendments for the President and other members of the City Council and City departments.

Advises, proofreads and makes recommendations on legislation to members of the City Council.

Investigates, researches and reports on legal questions or clarifications for the Mayor, City Council and City departments.

Directs the activities of the municipal archives in determining the historic value of municipal documents and official papers.

Directs the records management program of the City, including the preparation of records retention schedules, the preservation, storage and microfilming of records and the disposal of obsolete records in accordance with the provisions of the law and historical considerations.

Testifies on legislation before City Council committees and at executive sessions of the Council.

Directs the activities and operations of the municipal legislative library and its reference and research facilities.

Advises the City Council on correct parliamentary laws and procedures.

Directs the implementation and administration of the City's Ethics Law and required procedures.

Directs the marketing, publishing and selling of the City's legislative codebooks.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of law.

Knowledge of legal terms and procedures.

Knowledge of legislative and parliamentary practices and procedures.

Ability to speak and write effectively.

Ability to advise the City Council on legislation and related matters.

Ability to maintain effective working relationships with the City Council, municipal officials and the general public.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited law school and five years of experience in the practice of law including some experience in drafting legislation including one year of experience in evaluating the performance of, disciplining and recommending the hiring, firing and promoting of subordinate legal personnel.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

License to practice law in the State of Maryland is required.

ADOPTED: January 1, 1956

REVISED: November 29, 1977
September 12, 1983

Baltimore City Department of Human Resources

POLICE REPORT REVIEWER

33831

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

A Police Report Reviewer reviews, classifies and codes police reports. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class are required to work shift work. Work is performed in an office where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the staff review section of the Police Central Records Division, reviews police reports for accuracy, completeness, legibility, clarity and proper criminal classification and returns to police personnel for correction, when necessary.

Classifies police reports based on standards as defined in the Federal Uniform Crime Reporting System and informs police personnel and others of changes in standards.

Reviews data in reports to determine the proper classifications for reported crimes.

Enters, reviews and corrects data in the computer-aided dispatch and police information system.

Advises police personnel in the districts on completing reports correctly.

Contacts police personnel to request the return of corrected reports to the staff review section and notifies superior officers of the failure by the subordinates to return reports.

Distributes reports to police investigation units and requests additional information when needed.

Codes police reports with the proper criminal classification symbols.

Files staff review documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the Uniform Crime Reporting System Standards used in classifying crime reports.

Knowledge of proper English grammar and spelling.

Knowledge of the techniques and procedures of reviewing police reports.

Ability to review police reports and related documents.

Ability to deal effectively with police personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of office support experience including review of police reports for compliance with regulations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: December 27, 2972

REVISED: December 5, 1973
October 23, 1974
July 23, 1982
October 21, 1983
March 28, 1990

Baltimore City Department of Human Resources

POLICE REPORT REVIEWER SUPERVISOR

33834

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

A Police Report Reviewer Supervisor is responsible for police report reviewing activities. The work of this class involves supervising police report review personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a rotating shift which includes weekend and holiday hours. The work is performed in an office where no uncomfortable conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Supervises and coordinates the activities of personnel in reviewing and directing the revision of police reports to ensure accuracy, completeness, legibility, clarity and proper criminal classification.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of police report reviewers.

Reads police reports to determine the proper classification for reported crimes and returns reports to police personnel for necessary corrections.

Classifies police reports based on federal standards as defined in the Uniform Crime Reporting System and informs police personnel and subordinates of changes in these standards.

Directs and participates in entering, reviewing and correcting data in the computer-aided dispatch and police information system.

Recommends new work procedures and revisions in existing procedures.

Conducts raining classes in police report writing and on changes effecting police report writing procedures.

Advises district police personnel on the correct procedures for completing police reports.

Directs and participates in coding police reports with the proper criminal classification symbols and coordinates the distribution of police reports to other organizational unites in the department.

Requisitions supplies for the section.

Arranges personnel work schedules.

Resolves organizational problems including the interpretation, routing and storage of police reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office management techniques and principles.

Knowledge of the techniques of report writing.

Knowledge of English grammar and spelling.

Ability to learn the methods and procedures of reviewing police reports.

Ability to train others in the techniques and methods of reviewing police reports.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with others.

Analytical ability.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in office support work including three years in police report reviewing.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: March 28, 1990

Baltimore City Department of Human Resources

CRIME RECORD TECHNICIAN

33837

Administrative Division
Management Support Branch
Library and Record Group

I. CLASS DEFINITION

A Crime Record Technician recommends approval or denial of requests to expunge criminal records. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office setting where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Criminal History Section of the Police Department's Central Records Division, receives petitions to expunge criminal records; retrieves and reviews Federal, State, local and automated warrant files of petitioner's criminal history records.

Within mandated time frame, recommends to the courts approval or denial of request to expunge records on the basis of the criteria in the Annotated Code of Maryland and related Maryland Rules.

Notifies criminal justice agencies to expunge or send records to Baltimore Police Department once court approves expunging the petitioner's criminal history records: monitors or participates in the removal of subject's criminal history records and deletion of petitioner's name from the records; notifies petitioner in writing of the disposition of his request; correlates approved petitions with criminal history records and related information and files in secured area.

Justifies to the courts recommendations to deny expunging a petitioner's criminal history records.

Maintains index files on disposition of petitioner's request.

Contacts criminal justice agencies to clarify or exchange pertinent information regarding a petitioner's request.

Compiles and maintains monthly statistics.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of police rules and regulations regarding maintenance of criminal history records.

Ability to meet time mandated deadlines.

Ability to review and interpret criminal history records.

Ability to understand and analyze the Annotated Code of Maryland and related rules for expunging criminal records.

Ability to determine whether criminal records meet criteria for expunging records as established in the Annotated Code of Maryland and related rules.

Ability to communicate effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and two years of experience in expunging criminal history records.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Candidates must examine for and receive a National Crime Information Center Certificate within six months of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 29, 1995

Baltimore City Department of Human Resources

CENTRAL RECORDS SHIFT SUPERVISOR

33839

Administrative Division
Management Support Branch
Library and Records Group

I. CLASS DEFINITION

A Central Records Shift Supervisor directs and coordinates the activities and operations of the Central Records Division of the Police Department during an assigned 8-hour shift. Work of this class involves directing the activities of mail, criminal history, fingerprint identification, warrant microfilm, police report review, juvenile records, operations services and data processing work units.

Incumbents receive general supervision from an administrative superior. Employees in this class work one of three shifts: 1st Shift - 11 P.M. to 7 A.M., 2nd Shift – 7 A.M. to 3 P.M., or 3rd Shift – 3 P.M. to 11 P.M., which include weekends and holidays. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

On an assigned 8-hour shift in the Central Records Division of the Police Department, directs and coordinates the operations and activities of the Central Records Division and ensures the provision of efficient and timely services to other divisions within the department.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of divisional staff.

Reviews and monitors the daily shift staffing within the units comprising the Central Records Division; advises superiors on staffing problems and needs during assigned shift.

Reviews and approves requests for sensitive and confidential records and information from lawyers, the courts and other police departments.

Monitors the distribution, faxing and placing of detainers on all warrants in order to ensure their timely processing and issuance.

Monitors the booking process at the district booking stations within the City to ensure the timely delivery of booking data into the central information data base; resolves booking process problems with district officials and their staff.

Advises the on-coming shift supervisor of any divisional problems, incidences and staffing problems on the previous shift.

Disseminates and interprets new and updated regulations to staff on their assigned shift.

Answers inquiries from other law enforcement agencies nation-wide concerning outstanding and active warrants for specific individuals within the jurisdiction of the City of Baltimore.

Approves all incoming telephone and sensitive requests for criminal history information in conformance with relevant security and privacy laws and regulations.

Maintains operational logs and writes reports of activities within the division during assigned shift.

During periods when the department is on Full Emergency Status, activates and implements Emergency Status plans and operations for the Central Records Division shift; calls employees back to work in emergency situations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of police central records activities and operations.

Knowledge of police and related law enforcement codes and terms.

Ability to direct and coordinate the activities and operations of a large police central records division during an assigned 8-hour shift.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and two years of experience in directing and coordinating the operations and activities of a central records unit within a large police central records division including such supervisory responsibilities as evaluating the performance of, disciplining and recommending the hiring, firing and promoting of others.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 14, 1999

Baltimore City Department of Human Resources

AUDITOR I

34110

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor I participates in the examination and verification of City agency accounts for conformance to accounting standards and governmental fiscal practices and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor II in that it does not involve the full range of auditing duties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, participates in the audits of agency accounts, including financial, disbursement, billed revenue, payroll or other accounting reports and records for conformance to accounting standards and practices and procedures.

Analyzes accounting systems and participates in the development of new or revised accounting procedures.

Examines and reconciles working funds.

Verifies cash balances and reconciles bank accounts.

Examines vouchers and reviews the distribution of expenditures.

Compiles financial statements.

Participates in the annual audit of City financial statements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing theory and practices.

Knowledge of public accounting principles and practices.

Investigative and analytical ability.

Ability to establish and maintain effective working relationships with associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and one year of experience in performing auditing work.

Equivalencies – A bachelor's degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U. S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which includes 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: June 26, 1985

REVISED: August 5, 1985
June 2, 1999
October 26, 2006
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR II

34111

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor II examines and verifies City agency accounts for conformance to accounting standards and governmental fiscal practices and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor III in that it involves no lead or complex auditing work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, audits agency accounts, including financial, disbursement, billed revenue, payroll or other accounting reports and records for conformance to accounting standards and practices and procedures; participates as team member in auditing of large, complex agency accounts.

Analyzes accounting systems and recommends new or revised accounting procedures.

May review consultant and contractor proposals or agreements to determine accuracy of derivations, reasonableness of quantities and prices and consistency with City policy.

Examines and reconciles working funds.

Verifies cash balances and reconciles bank accounts.

Examines vouchers and reviews the distribution of expenditures.

Writes and compiles audit reports and related financial statements.

Participates in the annual audit of City financial statements, examining and certifying such statements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing theory and practices.

Knowledge of public accounting principles and practices.

Investigative and analytical ability.

Ability to write audit reports and statements.

Ability to establish and maintain effective working relationships with associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and three years of experience in performing auditing work.

Equivalencies - A bachelor’s degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which include 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 2, 1967

REVISED: April 24, 1979
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
July 30, 1984
June 26, 1985 (title changed)
August 5, 1985
June 2, 1999
October 26, 2006
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR III

34112

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor III assigns, reviews and approves the work of auditing and office support personnel or performs complex auditing work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor II in that it involves leading auditing and office support personnel or performing such complex auditing work as planning, designing, organizing and implementing auditing programs, reviewing unusually complicated contracts, proposals and agreements, conducting special investigations and representing the department at special hearings. The work of Auditor III does not include such supervisory duties as hiring, firing, promoting, disciplining and evaluating performance.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, may lead a staff of auditors in the auditing of accounts including financial, disbursement, billed and unbilled revenue, payroll or other accounting reports and records; assigns and reviews audit work.

Trains auditors in the methods and procedures of the section.

May review complex consultant and contractor proposals or agreements to determine accuracy of derivations, reasonableness of quantities and prices and consistency with City policy.

Designs and implements auditing programs.

Analyzes accounting systems and recommends new or revised accounting procedures.

Writes and reviews audit reports and related financial statements.

May conduct special investigations and may represent the department at special hearings requested by the Board of Estimates.

Participates in the annual audit of City financial statements by examining and certifying such statements.

May review budget proposals submitted by City agencies receiving grant funds.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of accounting and auditing.

Knowledge of municipal accounting.

Ability to speak and write effectively.

Ability to assign and review the work of auditors.

Ability to write and compile comprehensive audit reports.

Ability to establish and maintain effective working relationships with work associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and four years of experience in performing auditing work.

Equivalencies - A bachelor’s degree from an accredit college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which includes 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 26, 1967

REVISED: April 24, 1979 (title changed)
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
July 30, 1984
June 26, 1985 (title changed)
August 5, 1985
June 2, 1999
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR TRAINEE

34113

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor Trainee receives training in governmental auditing and accounting standards, practices and procedures. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, learns to perform audits of agency accounts including financial, disbursement, billed and unbilled revenue, payroll or other accounting reports and records.

Participates in analyzing and reviewing accounting systems for conformance to accounting standards, City and departmental policies, procedures and practices, and other required authoritative rules and guidance of federal and state governments.

Assists in reviewing and analyzing related internal control, and in identifying control weaknesses and deficiencies.

Forms an objective opinion on the adequacy and effectiveness of audited activities.

Examines and reconciles various fund accounts.

Verifies cash balances and reconciles bank accounts.

Examines vouchers and checks distribution of expenditures.

Participates with others in conducting difficult audits and in preparing auditing reports and related financial statements.

May assist in special investigations.

Assists in developing audit findings.

Reviews routine contractual and consultant proposals to determine compliance with City policy.

Obtains Continuing Professional Education related to governmental auditing standards.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of auditing and accounting theory, practices and procedures.

Knowledge of statistics, economics and finance.

Ability to learn various accounting systems.

Ability to learn to audit work-papers and documentation.

Ability to learn to analyze, review, interpret and evaluate financial statements and records.

Ability to apply professional skepticism in the course of an audit or a review.

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

Ability to use personal computers and common software.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting or a related field such as business administration, finance or public administration that included 24 semester hours of accounting and auditing from an accredited college or university.

Equivalencies - A bachelor’s degree from an accredited college or university that included 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U.S. federal income tax; and a minimum of 9 semester hours of financial accounting; and

2. 33 semester hours in business-related courses which includes 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; quantitative methods; business communication; and business ethics.

OR

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: October 26, 2011

Baltimore City Department of Human Resources

AUDITOR SUPERVISOR

34115

Administrative Division
Fiscal, Statistical and
Economics Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor Supervisor plans, coordinates and schedules the work of an auditing division. The work of this class involves supervising auditing, accounting assistant and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, supervises a division of the department.

Plans, assigns and evaluates the work of auditors in the auditing of accounts an records of City agencies.

Trains employees in the methods and procedures of the division; disciplines employees when necessary.

With other auditor supervisors, coordinates departmental division activities including the conducting of joint audits in one City agency and directing the audit of the City's financial statement.

Based on audit reviews, determines adequacy of accounting controls and records and recommends necessary changes and modifications.

Studies and analyzes legislation for determining effect on City finances and accounting procedures and the need for establishing or revising procedures.

Audits accounting records and reviews accounting procedures to determine adherence by agency under audit to rules, regulations and procedures with respect to financial policies.

Reviews and writes financial statements and audits special reports.

With others, prepares the budget for the Department of Audits recommending budget expenditures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing practices and procedures.

Knowledge of accepted auditing procedures related to complex accounting systems.

Knowledge of the laws and regulations pertaining to accounting.

Ability to plan and organize the work of others.

Ability to speak and write effectively.

Administrative and supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and five years of experience in performing auditing work.

Equivalencies – A bachelor’s degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which include 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A current Maryland Certified Public Accountant (CPA) License is required

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 2, 1967

REVISED: April 24, 1979 (title changed)
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
August 5, 1985
June 2, 1999
September 25, 2012
July 31, 2018 (MQ requirements & license change)

Baltimore City Department of Human Resources

AUDITOR I (C.P.A.)

34120

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor I (C.P.A.) participates in the examination and verification of City agency accounts for conformance to accounting standards and governmental fiscal practices and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor II in that it does not involve the full range of auditing duties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, participates in the audits of agency accounts, including financial, disbursement, billed revenue, payroll or other accounting reports and records for conformance to accounting standards and practices and procedures.

Analyzes accounting systems and participates in the development of new or revised accounting procedures.

Examines and reconciles working funds.

Verifies cash balances and reconciles bank accounts.

Examines vouchers and reviews the distribution of expenditures.

Compiles financial statements.

Participates in the annual audit of City financial statements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing theory and practices.

Knowledge of public accounting principles and practices.

Investigative and analytical ability.

Ability to establish and maintain effective working relationships with associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and one year of experience in performing auditing work.

Equivalencies - A bachelor's degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U. S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which includes 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a C.P.A. issued by the Maryland State Board of Public Accountancy is required.

ADOPTED: June 26, 1985

REVISED: August 5, 1985
June 2, 1999
October 26, 2006
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR II (C.P.A.)

34121

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor II (C.P.A.) examines and verifies City agency accounts for conformance to accounting standards and governmental fiscal practices and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor III in that it involves no lead or complex auditing work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, audits agency accounts, including financial, disbursement, billed revenue, payroll or other accounting reports and records for conformance to accounting standards and practices and procedures; participates as team member in auditing of large, complex agency accounts.

Analyzes accounting systems and recommends new or revised accounting procedures.

May review consultant and contractor proposals or agreements to determine accuracy of derivations, reasonableness of quantities and prices and consistency with City policy.

Examines and reconciles working funds.

Verifies cash balances and reconciles bank accounts.

Examines vouchers and reviews the distribution of expenditures.

Writes and compiles audit reports and related financial statements.

Participates in the annual audit of City financial statements, examining and certifying such statements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing theory and practices.

Knowledge of public accounting principles and practices.

Investigative and analytical ability.

Ability to write audit reports and statements.

Ability to establish and maintain effective working relationships with associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and three years of experience in performing auditing work.

Equivalencies - A bachelor's degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which include 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a C.P.A. issued by the Maryland State Board of Public Accountancy is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 2, 1967

REVISED: April 24, 1979
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
July 30, 1984
June 26, 1985 (title changed)
August 5, 1985
June 2, 1999
October 26, 2006
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR III (C.P.A.)

34122

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor III (C.P.A.) assigns, reviews and approves the work of auditing and office support personnel or performs complex auditing work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Auditor II in that it involves leading auditing and office support personnel or performing such complex auditing work as planning, designing, organizing and implementing auditing programs, reviewing unusually complicated contracts, proposals and agreements, conducting special investigations and representing the department at special hearings. The work of Auditor III does not include such supervisory duties as hiring, firing, promoting, disciplining and evaluating performance.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, may lead a staff of auditors in the auditing of accounts including financial, disbursement, billed and unbilled revenue, payroll or other accounting reports and records; assigns and reviews audit work.

Trains auditors in the methods and procedures of the section.

May review complex consultant and contractor proposals or agreements to determine accuracy of derivations, reasonableness of quantities and prices and consistency with City policy.

Designs and implements auditing programs.

Analyzes accounting systems and recommends new or revised accounting procedures.

Writes and reviews audit reports and related financial statements.

May conduct special investigations and may represent the department at special hearings requested by the Board of Estimates.

Participates in the annual audit of City financial statements by examining and certifying such statements.

May review budget proposals submitted by City agencies receiving grant funds.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of accounting and auditing.

Knowledge of municipal accounting.

Ability to speak and write effectively.

Ability to assign and review the work of auditors.

Ability to write and compile comprehensive audit reports.

Ability to establish and maintain effective working relationships with work associates and agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and four years of experience in performing auditing work.

Equivalencies – A bachelor's degree from an accredit college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which includes 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a C.P.A. issued by the Maryland State Board of Public Accountancy is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 26, 1967

REVISED: April 24, 1979 (title changed)
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
July 30, 1984
June 26, 1985 (title changed)
August 5, 1985
June 2, 1999
January 23, 2007
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR SUPERVISOR (C.P.A.)

34125

Administrative Division
Fiscal, Statistical and
Economics Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Auditor Supervisor (C.P.A.) plans, coordinates and schedules the work of an auditing division. The work of this class involves supervising auditing, accounting assistant and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Audits, supervises a division of the department.

Plans, assigns and evaluates the work of auditors in the auditing of accounts and records of City agencies.

Trains employees in the methods and procedures of the division; disciplines employees when necessary.

With other auditor supervisors, coordinates departmental division activities including the conducting of joint audits in one City agency and directing the audit of the City's financial statement.

Based on audit reviews, determines adequacy of accounting controls and records and recommends necessary changes and modifications.

Studies and analyzes legislation for determining effect on City finances and accounting procedures and the need for establishing or revising procedures.

Audits accounting records and reviews accounting procedures to determine adherence by agency under audit to rules, regulations and procedures with respect to financial policies.

Reviews and writes financial statements and audits special reports.

With others, prepares the budget for the Department of Audits recommending budget expenditures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and auditing practices and procedures.

Knowledge of accepted auditing procedures related to complex accounting systems.

Knowledge of the laws and regulations pertaining to accounting.

Ability to plan and organize the work of others.

Ability to speak and write effectively.

Administrative and supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and five years of experience in performing auditing work.

Equivalencies - A bachelor's degree from an accredited college or university which includes 60 semester hours in the following areas may be substituted for the education requirement:

1. 27 semester hours in accounting courses which includes at least 3 semester hours each of auditing; cost accounting; and U.S. federal income tax; and a minimum of 9 semester hours in financial accounting; and

2. 33 semester hours in business-related courses which include 6 semester hours of economics; and 3 semester hours each in statistics; computer science, information systems or data processing; corporate or business finance; management; business law; marketing; written communication; oral communication; and business ethics.

Current certification as a Maryland CPA or an authorized approval letter of eligibility to sit for the Maryland CPA Examination from the Maryland Board of Public Accountancy may be substituted for the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a C.P.A. issued by the Maryland State Board of Public Accountancy is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 2, 1967

REVISED: April 24, 1979 (title changed)
January 20, 1981
January 26, 1981
September 3, 1982
December 9, 1983
August 5, 1985
June 2, 1999
September 25, 2012

Baltimore City Department of Human Resources

AUDITOR MANAGER

34126

Administrative Division
Fiscal, Statistical and
Economics Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Audit Manager oversees, coordinates, schedules, and leads the work of several auditing divisions and is responsible for the quality of work performed by these divisions, including planning of the financial audit work plans; directs the work of the divisions to achieve optimal productivity, quality, consistency, timeliness, and accuracy of work; verify audit reports are accurate, concise, and thorough through careful review; and assists in the planning and implementation of the City Auditor's mission-related functions. Work of this class involves directing the work of audit teams.

Incumbents receive general supervision from the City Auditor and/or Deputy City Auditor. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

The Audit Manager:

Is charged with supervising financial audits of City government and independent City agencies. The Department of Audits conducts Comprehensive Annual Financial Report, Single Audit, and financial reports of individual agencies;

Facilitates and directs the planning, implementation, and performance of audits in accordance with quality assurance standards and practices and Generally Accepted Accounting Principles to: (1) express opinion on the presentation of the basic financial statements conforms with accounting principles generally accepted in the United States; and (2) assess the adequacy of internal controls over financial reporting, effectiveness and efficiency of city programs and their compliance with relevant policies, processes, and procedures;

Oversees the risk assessments of City programs and departments by applying varied tools including data analytics;

Manages a pool of professional staff of auditors, including setting priorities for their work, assesses auditing strategies, delegates tasks and monitoring workloads to manage a number of competing needs, and evaluates staff performance;

Researches and applies policies and procedures, laws, and administrative rules to facts and data gathered in audits and reviews;

Prepares, reviews, and edits audit reports and audit working papers to make certain they are objective, timely, sound in judgment and supported by appropriate and sufficient evidence;

Identifies training needs of assigned staff and recommends appropriate training sources;

Analyzes changes to accounting and auditing standards, oversees the development and implementation of necessary revisions to auditing policy, and enforces that established audit policies, procedures and standards are followed by subordinate audit personnel;

Coordinates audits with City agencies to assure compliance with standards and the completion of auditing projects.

Commented [MT(1]: Repeat

Commented [MT(2]: I think we should keep it. I think we should keep it. E.g. QC role. Peer Review. Etc…

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Government Auditing Standards issued by the Comptroller General of the United States (Yellow Book) and standards issued by the American Institute of Certified Public Accountants (AICPA).

Knowledge of accepted auditing practices and procedures applicable to government, its subrecipients and institutions.

Knowledge of the practices and procedures of governmental, commercial and non-profit accounting.

Knowledge of the laws and regulations pertaining to the administration of and accounting for governmental funds.

Possess strong analytical and critical thinking skills, including the ability to think strategically; effective oral and written communication skills; and experience presenting the results of audits, and/or investigations to management and a governing body or board.

Ability to audit complex accounting systems and prepare audit reports.

Ability to direct and coordinate the operations of several audit units.

Ability to review, edit, and prepare audit reports.

Administrative and supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and seven years of progressively responsible professional experience in supervising or conducting complex, financial audits, fiscal compliance or accounting work in a public sector environment; three years of which were in a supervisory or executive capacity. Note: The term "executive" is further defined as a high echelon or high level position in an organization that is assigned technical research, management advisory services responsibilities, or policy-making duties and responsibilities that exerts considerable influence on organizational policy, plans, and operations through technical research, management advisory services, and/or policy-making duties and responsibilities.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certified Public Accountant (CPA) is required.

Certified Internal Auditor or Certified Fraud Examiner (CFE) is preferred.

Commented [MT3]: This is for FIN audits. Don't we want CPA? I'm not sure CIA can do these types of audit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1992

REVISED: June 2, 1999
July 15, 2020

Baltimore City Department of Human Resources

ACCOUNTING ASSISTANT I

34131

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Assistant I maintains bookkeeping records and makes and verifies computations. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Accounting Assistant II in that it involves such routine bookkeeping duties as the verification of computations and fiscal data and the maintenance of logs and basic bookkeeping records.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Records data in logs and record books.

Compiles routine statistical and fiscal tabulations and charts.

Examines vouchers, claims, invoices, payrolls, checks and supporting data for accuracy of mathematical calculations.

Verifies the accuracy of computations.

Contacts vendors to obtain information and correct discrepancies on invoices.

Makes computations for and prepares bills and other documents.

Verifies and records cash disbursement data.

Operates a variety of office machines.

Maintains files.

Performs related duties as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic.

Ability to make arithmetical computations.

Ability to maintain logs, records and files.

Ability to deal courteously with other employees and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of office support experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, l981

REVISED: March 9, l982
July 23, l982 (title change)
September 15, 1983

Baltimore City Department of Human Resources

ACCOUNTING ASSISTANT II

34132

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Assistant II maintains journals and balances and reconciles accounts and records. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of an Accounting Assistant I in that it involves such duties as the maintaining of journals, balancing accounts and performing a variety of activities requiring a knowledge of bookkeeping procedures and standards. The work of this class may involve such lead responsibilities as assigning, reviewing and approving the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Posts encumbrances, expenditures, revenues and disbursements to journals.

Reconciles and balances accounts.

Examines departmental requests for monies from accounts and confirms the availability of funds.

Calculates percentages, discounts, personnel costs and interest.

Reconciles accounts and inventory records.

Examines vouchers, claims, invoices, payrolls, checks and supporting data for conformance with established procedures and regulations.

Counts money to insure receipts reflect amount of cash received.

Compiles data for financial statements and other statistical and financial reports.

Contacts vendors, departmental personnel, grant recipients and others to obtain and provide information.

May assign, review, approve and train other office support personnel.

Performs related work as required.

V. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of bookkeeping.

Ability to make mathematical calculations.

Ability to maintain a wide variety of accounts.

Ability to deal courteously with other employees and the public.

Ability to train office support personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of office support experience including the maintenance of bookkeeping records or verification of computations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, l981

REVISED: March 9, l982
July 23, 1982 (title change)
September 15, l983

Baltimore City Department of Human Resources

ACCOUNTING ASSISTANT III

34133

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Assistant III prepares financial statements and records, examines accounts and records for compliance with accounting procedures, adjusts a variety of accounts and performs a wide range of specialized calculation and analysis work. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Accounting Assistant II in that it involves auditing accounts in order to prepare financial statements and adjusting a variety of accounts and may involve recommending changes in bookkeeping, accounting and payroll procedures.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Prepares financial statements.

Compiles and assembles financial reports in accordance with standardized accounting procedures.

May perform a wide range of specialized work in areas such as analysis, adjustments, deductions, direct deposits, file maintenance, gross-to-net controls and banking and exception.

Allocates costs to a variety of accounts according to established procedures.

Examines accounts and records for compliance with accounting procedures and makes necessary adjustments.

Provides guidance and work direction to office support staff.

May perform calculations to determine wage garnishments, Federal and State taxes, liens, child support, union dues, health benefits and other deductions to be subtracted from an employee biweekly salary.

May calculate salaries for employees working in out-of-title pay status.

Contacts vendors, departmental personnel, grant recipients and others to obtain and provide information and resolve disagreements.

Monitors accounts and notifies agency personnel of over expenditures.

Reviews bookkeeping and accounting procedures and recommends modifications.

Reconciles and maintains payroll files, records, ledgers and journals.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of bookkeeping.

Knowledge of standard payroll practices, systems, terminology and procedures.

Skill in performing data evaluation, analysis calculation and processing.

Ability to perform complex mathematical calculations with speed and accuracy.

Ability to maintain a wide variety of accounts.

Ability to deal courteously with other employees and the public.

Ability to conduct research and to resolve inquiries and problems.

Ability to train office support personnel.

Ability to prepare financial reports.

Ability to make adjustments to a variety of accounts.

Ability to recommend modifications in bookkeeping and accounting procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in bookkeeping or in reconciling payroll journals and records.

Equivalencies - Equivalent combination of education and experience; or completion of two years of college in accounting may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 6, l982

REVISED: September 15, l983
May 23, 2007

Baltimore City Department of Human Resources

ACCOUNTING ASSISTANT SUPERVISOR

34135

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Assistant Supervisor plans, schedules, organizes, assigns, reviews and approves the work of accounting support and office support personnel. The work of this class involves supervising Accounting Assistant I's and II's and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of an Accounting Assistant III in that it involves such supervisory duties as evaluating the performance of, disciplining and recommending the hiring, firing and promoting of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises accounting assistants and office support personnel by disciplining personnel, evaluating personnel performance and recommending the promoting and firing of subordinates.

Posts encumbrances, expenditures, revenues and disbursements to journals.

Reconciles and balances accounts.

Examines departmental requests for monies from accounts and confirms the availability of funds.

Calculates percentages, discounts, personnel costs and interest.

Reconciles accounts and inventory records.

Examines vouchers, claims, invoices, payrolls, checks and supporting data for conformance with established procedure and regulations.

Compiles data for financial statements and other statistical and financial reports.

Contacts vendors, departmental personnel, grant recipients and others to obtain and provide information.

May assign, review, approve and train other office support personnel.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of bookkeeping.

Ability to make mathematical calculations.

Ability to maintain a wide variety of accounts.

Ability to deal courteously with other employees and the public.

Ability to supervise.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in bookkeeping.

Equivalencies - Equivalent combination of education and experience; or completion of two years of college in accounting may substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, l981

REVISED: March 27, l981 (title changed)
March 9, l982
July 23, l982 (title changed)
September 15, l983

Baltimore City Department of Human Resources

ACCOUNTANT I

34141

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accountant I performs a variety of accounting tasks. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Accountant II in that it involves no lead work. It is also distinguished in that it involves no specialized duties such as developing accounting systems for third party contractors, preparing detailed financial reports, and conferring with program managers and government officials on complex financial matters.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Compiles and assembles accounting data and records data on various documents; compiles and writes financial reports in accordance with standardized and established accounting procedures and principles.

Reviews, reconciles and audits accounts, special funds, and records within an agency.

Posts encumbrances, expenditures, revenues and disbursements to general and subsidiary ledgers and journals.

Allocates costs to a variety of activities according to established procedures.

Monitors and accounts for revenues, assets, liabilities, invoices and expenses.

After determining accounting adjustments, posts adjusted entries to accounting records.

Reconciles and balances accounts to ensure the accuracy of figures.

Compiles and writes special and recurring financial statements and reports for management.

Prepares an agency budget, collecting budget data and recommending budget expenditures; monitors and controls budget.

Collects and compiles payroll data and certifies City agency payrolls.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and routine auditing practices and procedures.

Ability to maintain accounts and financial reports.

Ability to speak and write effectively.

Analytical ability.

Ability to establish and maintain effective working relationships with work associates.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and two years of experience in performing accounting work.

Equivalencies - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: November 6, 1958
January 7, 1960
October 19, 1961
December 13, 1962
March 28, 1963
April 6, 1967 (title change)
March 20, 1981
September 23, 1981 (title change)
March 30, 1982
December 9, 1983
July 12, 1984
February 20, 1986

Baltimore City Department of Human Resources

ACCOUNTANT II

34142

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accountant II performs such lead work as assigning, reviewing and approving the work of accounting personnel or performs specialized accounting work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Accountant I in that it involves developing and monitoring accounting systems for third party programs, preparing detailed financial reports, conferring with program managers and government officials on complex financial matters or accounting for special funds. The work of Accountant II may also include lead responsibilities, but does not include such supervisory duties as hiring, firing, promoting, disciplining and evaluating performance.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads a staff of employees in accounting or accounting clerical work by assigning and reviewing such work; trains employees in work methods and procedures; assigns and reviews the work of others engaged in the compiling, writing and preparing of statements, payrolls and accounting, fiscal and auditing reports.

Monitors and accounts for assets, liabilities, invoices and expenses.

Develops, modifies and monitors accounting systems for third party programs.

Audits and analyzes accounts and prepares reports on various phases of fiscal activities by compiling, computing and comparing figures of various accounts.

Prepares detailed financial reports for submission to funding sources.

Conducts special cost studies and analyses; compiles cost and statistical records.

Confers with program managers and government officials on complex financial matters.

Compiles and writes periodic financial reports for management.

Accounts for special funds such as the Police Department discretionary fund.

Prepares agency budget by compiling and projecting budget data and recommending and monitoring budget expenditures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and routine auditing practices and procedures.

Ability to maintain accounts and compile and write financial reports.

Ability to assign and review the work of others.

Ability to speak and write effectively.

Analytical ability.

Ability to establish and maintain effective working relationships with associates and City agency representatives.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelors degree in accounting from an accredited college or university and four years of experience in performing accounting work.

Equivalencies - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 4, 1959

REVISED: September 20, 1962
June 30, 1966 (title change)
April 6, 1967
April 10, 1981
September 23, 1981 (title change)
March 30, 1982
December 9, 1983
July 12, 1984
February 20, 1986

Baltimore City Department of Human Resources

ACCOUNTANT SUPERVISOR

34145

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accountant Supervisor plans, schedules and coordinates accounting work for a City government agency. Work of this class involves supervising accounting personnel.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Supervises the work of accounting and office support personal by assigning, reviewing and evaluating the work; disciplines subordinates.

Oversees the maintenance and processing of accounts and the preparation of statistical, payroll and accounting reports.

Prepares City agency budget by compiling budget data and recommending budget expenditures; monitors and approves budget expenditures.

Establishes and revises accounting forms and procedures and accounts.

Conducts special cost studies and analyzes and compiles cost and statistical reports for management.

Trains new employees in accounting procedures.

Controls and monitors accounting and related forms from other work units in the agency.

Interprets laws and legal standards.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting and routine auditing practices and procedures.

Ability to compile and write accounting reports and budgets.

Supervisory ability.

Ability to analyze and resolve accounting problems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree in accounting from an accredited college or university and five years of experience in performing accounting work.

Equivalencies: - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 29, 1975

REVISED: July 20, 1977
April 4, 1979
September 23, 1981 (title change)
March 30, 1982
January 26, 1983 (title change)
December 9, 1983
July 11, 1984
February 20, 1986

Baltimore City Department of Human Resources

ACCOUNTING MANAGER

34146

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Manager directs and coordinates the activities of an accounting section in a City agency. The work of this class involves supervising the activities of accounting and fiscal work units.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and manages the control of City agency operating, revenue, capital, retirement accounts and trust funds in compliance with generally accepted accounting principles.

Supervises and participates in the work of accountants, accounting analysts, and office, accounting support or data entry personnel engaged in reviewing, reconciling and auditing accounts, special funds, and records and performing a variety of budgetary, fiscal and calculation and analysis duties within an agency.

Oversees the preparation of accounting and financial reports, including a comprehensive annual financial report and the maintenance of accounting records.

Prepares for and coordinates Federal, State and other audits of City accounts.

Advises department head on and makes recommendations on the resolution of accounting problems.

Reviews and authorizes capital expenditures and fund transfers.

May perform special accounting and financial projects for superiors and other governmental and non-governmental executives, officials and agencies.

Reviews, analyzes, corrects, adjusts and reconciles a variety of accounts including retirement, payroll, inventory, billing, motor vehicle revenue or central garage accounts.

Makes recommendations to superiors on a variety of accounting matters.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of accounting.

Knowledge of the principles and procedures that are used in the maintenance, development and implementation of accounting systems, methods and procedures.

Knowledge of financial management techniques.

Ability to resolve complex accounting problems and to give technical accounting advice and assistance.

Ability to interpret and apply governmental policies and procedures.

Ability to establish and maintain effective working relationships with governmental and non-governmental executives and officials.

Ability to analyze accounting operations and procedures.

Ability to speak and write effectively.

Administrative ability.

Ability to supervise the activities of accounting and fiscal personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and five years of experience in accounting work including one year of such lead responsibilities as assigning and reviewing the work of accountants.

Equivalencies - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 26, l983

REVISED: December 28, l983 (title changed)
August 15, l985
February 20, l986
August 5, 2009

Baltimore City Department of Human Resources

ACCOUNTING SYSTEMS ANALYST II

34152

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Systems Analyst II analyzes a varity of accounting systems throughout City government. The work of this class involves no supervisory responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Accounting Systems Analyst I in that it involves analyzing an unlimited variety of accounting systems of different levels of complexity throughout City government.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Accounting Operations, reviews, analyzes, develops and installs Citywide accounting systems and procedures; recommends improvements to systems in accordance with accepted accounting methods.

Reviews and analyzes internal accounting systems and procedures for City agencies as they relate to and affect City accounting operations and controls to assure compliance with departmental and City accounting and fiscal standards.

Evaluates findings in terms of cost, manpower, equipment and machinery in accordance with over-all approach to Citywide efficiency and uniformity.

Writes reports and makes oral representations in support of recommendations.

Implements accounting systems and procedural changes and instructs personnel in new procedures.

Designs accounting forms and prepares written instructions to be included in Citywide accounting manual.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of accounting.

Knowledge of the principles and procedures used in the maintenance, development and implementation of accounting systems, methods and procedures.

Knowledge of methods and procedures analysis, data processing, and records and forms management as they apply to accounting.

Ability to perform accounting systems analysis.

Ability to resolve complex accounting problems and to give technical accounting advice and assistance.

Ability to establish and maintain effective working relationships with work associates.

Ability to speak and write effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university and two years of experience in performing accounting systems analysis work.

Equivalencies - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI, LICENSES, REGISTRATIONS OR CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED July 27, l979

REVISED: June 8, l982
August 30, l983
September 23, l981
February 20, l986
March 29, l982

Baltimore City Department of Human Resources

LIQUOR BOARD ACCOUNTING ASSISTANT II

34162

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

A Liquor Board Accounting Assistant II maintains journals and balances and reconciles accounts and records in the Board of Liquor License Commissioners for Baltimore City. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, posts liquor license encumbrances, expenditures, fees, fines, revenues and disbursements to journals.

Reconciles and balances liquor license checking and financial accounts.

Audits deposits made by Liquor Board personnel; maintains monthly log of deposits to each Liquor Board account and verifies that money is actually deposited to the correct account.

Maintains Liquor Board's copy files of all paid licenses; updates all accounting and fiscal information in case files.

Records Liquor License renewal checks, prepares summary sheet of renewal fees and deposits fees.

Audits accounts of one-day liquor licenses to ensure accuracy of records and that accounts balance.

Maintains Liquor Board appeals checking account; collects appeals fees, prepares deposits slips and deposits fees.

Examines departmental vouchers, claims, invoices, payrolls, checks and supporting data for conformance with established procedures and regulations.

Counts liquor license new and renewal fee and fine money to insure receipts reflect amount of cash received.

Compiles data for financial statements and other statistical and financial reports.

Performs related work as required.

V. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of bookkeeping.

Ability to make mathematical calculations.

Ability to maintain a wide variety of accounts.

Ability to deal courteously with other employees and the public.

Ability to train office support personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of office support experience including the maintenance of bookkeeping records or verification of computations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

Baltimore City Department of Human Resources

ACCOUNTANT TRAINEE

34191

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accountant Trainee receives training in governmental accounting practices and procedures. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With senior-level accountants, maintains accounting records and prepares financial reports in accordance with standardized and well-established accounting procedures and principles.

Allocates costs to a variety of accounts according to established procedures.

Monitors and accounts for assets, liabilities, invoices and expenses.

After determining accounting adjustments, posts adjusting entries to accounting records.

Analyzes accounts and prepares reports on various phases of fiscal activities by compiling, computing and comparing figures of various accounts.

Participates in the preparation of agency budget, compiling budget data on past activities; monitors the budget for the over-expenditure of funds and the realization of expenditure objectives.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting practices and procedures.

Ability to learn the maintenance of accounting records.

Ability to learn to prepare financial statements and records and to analyze financial records.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in accounting from an accredited college or university.

Equivalencies - Equivalent combination of education and experience including 30 credits in accounting and business law and 6 additional credits in statistics or data processing.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: April 24, l979

REVISED: January 20, l981
January 26, l981
September 3, l982
November 23, l983
February 1, l985
June 26, l985
June 2, 1999
July 5, 2002
November 1, 2006
October 26, 2011

Baltimore City Department of Human Resources

ACCOUNTING SYSTEMS ADMINISTRATOR

34197

Administrative Division
Fiscal, Economics and
Statistical Branch
Accounting and Auditing Group

I. CLASS DEFINITION

An Accounting Systems Administrator plans, directs and coordinates the activities of a centralized citywide accounting systems operations section. Work of this class involves supervising the activities of professional and paraprofessional accounting and clerical support work units.

Incumbents receive managerial direction from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Bureau of Accounting and Payroll Services of the Department of Finance, plans, directs and coordinates the activities of a centralized citywide accounting systems section in such areas as accounts payable and receivable accounting, capital and grant accounting, financial management information control and reporting.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate professional and paraprofessional accounting and office support staff.

Advises and makes recommendations to the Accounting Manager and City agencies on accounting systems operations, problems and innovations; directs and coordinates the design and implementation of policies and procedures for an accounting section.

Prepares and directs the preparation of periodic and special financial and accounting statements and reports for various City, quasi-city, state and federal agencies.

Serves as a liaison with representatives of other City agencies, quasi-government agencies, and financial institutions.

Directs and participates in the analysis and preparation of sections for the City's Comprehensive Annual Financial Report(CAFR).

Performs special assignments, conducts studies, and prepares complex reports as required.

Performs related work as required.

Capital and Grant Accounting Section:
Directs and coordinates capital and grant accounting and monitoring, directs the monitoring of financial reports and processes for quasi-government organizations of Baltimore City such as the Baltimore Convention Center, BACVA, Baltimore Foundation, Inc and the Arena and assists in the oversight of the City's Loan and Guarantee accounting functions.

Serves as a liaison with the City's Law Department in evaluating, negotiating and reviewing City loans and guarantees for the Director of Finance and the Board of Estimates.

Serves on the USE Loan Committee with oversight of business/residential loan portfolio including delinquent loan collection, loan preparation and modification and resolution of borrowers' disputes.

Confers with City agencies administering federal, state and private grants; advises on effective utilization of accounting systems to support grant reporting, submission and reimbursements.

Oversees the capital billing process for City agency projects supported by federal and/or state funds.

Financial Control Section:
Plans, directs and coordinates the activities and operations of the City's central financial management information system that is engaged in the preparation of the City's official financial statements and reports.

Oversees the daily maintenance and processing of accounting records.

Directs and makes recommendations on the design of accounting and related forms; prepares written instructions for the citywide accounting manual.

Accounts Payable and Receivable Section:
Directs and coordinates the activities of City-wide accounts billing, property tax revenue accounting; oversees the City-wide accounts payable activities, including interaction with outside vendors and city agency personnel.

Oversees the processing of billing for City loans, City property rentals, landfill tipping fees, City inventory system, Central Garage equipment rental and other revenue-producing accounts; analyzes promissory notes and contracts for billing information; sets amortization schedules.

Answers inquiries and resolves disputes concerning city vendor invoices, journal entries and accounting issues with City agency and private sector officials.

Implements invoice abatements and cancellations for the Miscellaneous Billing System as authorized by the Board of Estimates or identified as an administrative error.

Monitors tax collection on accounts.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of accounting principles and practices.

Knowledge of the principles and procedures used in the maintenance, development and implementation of accounting systems.

Knowledge of legislation, regulations and procedures associated with the development, processing and guarantee of loans, grants administration, real estate, accounts payable and receivable, capital and other accounting systems.

Knowledge of methods and procedures analysis, data processing, and records and forms management as they apply to accounting.

Knowledge of the practices, operations procedures and standards of banking and financial institutions, credit processing and debt collection.

Knowledge of the application of computer operations and common business software to accounting systems and office automation.

Knowledge of financial management techniques.

Skill in negotiating loan and guarantee packages.

Ability to direct and coordinate the activities and operations of large governmental accounting or financial management information systems operations.

Ability to resolve complex operational and accounting problems quickly and effectively and to provide sound technical accounting advice.

Ability to analyze and synthesize data from various sources to develop complex fiscal/loan reports.

Ability to analyze accounting operations and procedures and develop recommendations and implement new procedures and processes.

Ability to review and analyze legislation for impact upon city accounting systems operations.

Ability to provide technical training and assistance to subordinate staff and agency personnel.

Ability to interpret and apply governmental policies and procedures as they relate to accounting and financial management systems.

Ability to establish and maintain effective working relationships with City officials, private financial officers, departmental personnel and work associates.

Ability to communicate effectively, both orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university in accounting, finance or business administration including 30 credits in accounting and business law and 6 additional credits in statistics or data processing and four years of experience in accounting, accounting systems analysis or financial loan negotiation work, including one year of experience in evaluating the performance of, disciplining and recommending the hiring, firing and promoting of subordinate accounting and fiscal personnel.

Equivalencies: - A current CPA License issued by the Maryland State Board of Certified Public Accountancy may be substituted for the education requirement. Non-supervisory experience may be substituted for the supervisory experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 23, 2004

REVISED: October 11 2005

Baltimore City Department of Human Resources

CASHIER I

34211

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Cashier I operates a cash register or cash drawer in the receipt and disbursement of money; issues receipts, licenses or permits and completes related records. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; however, evening and weekend hours may be required. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Cashier II in that it does not involve assigning and reviewing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives, counts and disburses money and ensures correct payment and change.

Operates a cash register or cash drawer.

Balances cash and checks against register receipts and payment stubs.

Issues receipts, licenses and permits.

Receives payments by mail and verifies accuracy and agreement of amount payable and total received.

May receive payment of municipal bills, fines and application fees.

Reviews checks received for accuracy and completeness; validates.

May inventory and inspect impounded vehicles; maintain records and access ownership information.

May compute bills for penalty and interest charges against standard rate charts.

May count, sort and bag coins in bulk.

Completes settlement or related records and reports.

May operate related office equipment such as typewriters, copiers or adding machines.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic.

Ability to count and handle large sums of money.

Ability to operate a cash register.

Ability to maintain accurate records.

Ability to effectively communicate orally and to work well with the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the performance of cashier work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 7, 1942

REVISED: February 25, 1949
April 25, 1951
April 9, 1964
June 9, 1966
February 2, 1967

(34211)

August 26, 1970
January 7, 1976
June 3, 1977
February 2, 1981
January 20, 1982 (title changed)
December 30, 1983
August 27, 1992
March 27, 2000

NOTE: 34221, 34222, 34223, 34224 ABOLISHED SEPTEMBER 29, 1999

Baltimore City Department of Human Resources

CASHIER SUPERVISOR I

34215

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Cashier Supervisor I directs and coordinates the operations and activities of a work unit engaged in the receipt and disbursement of money. Work of this class involves supervising cashiers.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; however, weekend and evening hours may be required. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Cashier Supervisor II in that it involves supervising a unit of cashiers but does not involve the administration of a cashiering section consisting of several cashiering units.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of a cashiering unit engaged in the receipt of cash for services rendered and the disbursement of money.

Evaluates the performance of, disciplines, and recommends the hiring, firing and promoting of subordinate cashier and clerical staff.

Directs the daily reconciliation of cashiers' receipts and the preparation of bank deposits.

Develops or revises work unit procedures, office forms and record keeping systems to improve work effectiveness and to accommodate changes in operations or new functions.

Maintains production records, workload statistics and similar information for the preparation of periodic reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Reviews petty cash disbursements to ensure correctness of cost accounts and validity of disbursement in accordance with Bureau of Disbursements regulations.

Coordinates activities with other units within the agency and with related City departments.

Maintains records of returned checks and takes necessary action to recover the money due.

Investigates errors; authorizes voids.

Prepares and maintains cash reports, ledgers and related reports.

Answers inquiries and settles disputes regarding the payment of bills.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques and methods of collecting, disbursing and accounting for large amounts of money.

Knowledge of a variety of complex office practices and procedures.

Ability to comprehend and apply the techniques of first-level supervision.

Ability to effectively communicate orally and to work well with the public.

Ability to reconcile accounts.

Ability to examine existing office procedures, to identify inefficiencies and to determine the most appropriate means of modifying them.

Ability to establish and maintain effective working relationships with others.

Ability to schedule work effectively and to shift work priorities in order to meet deadlines.

Ability to maintain accurate records and prepare reports.

Ability to count and handle large amounts of money.

Ability to perform arithmetic calculations accurately.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the performance of cashier work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: November 14, 1957
March 10, 1966
August 31, 1967
December 27, 1977
February 2, 1981
November 25, 1981
January 20, 1982 (title changed)
December 30, 1983
November 16, 2000

Baltimore City Department of Human Resources

REMITTANCE SUPERVISOR

34218

Administrative Division
Fiscal, Economic and
Statistical Branch
Collection Group

I. CLASS DEFINITION

A Remittance Supervisor oversees and coordinates the operations and activities of a work unit engaged in the receipt and processing of in-person cash bill payments or bill payments made by mail or electronically. Work of this class involves supervising cashiers, office assistants and accounting personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Directs and coordinates the activities and operations of a cash payment unit or remittance payment processing/payment verification unit.

Directs and monitors the entry of receipts and payment checks into the unit database.

Develops or revises work unit procedures, office forms and record keeping systems to improve work effectiveness and to accommodate changes in operations or new functions.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate cashier and clerical staff.

Verifies and calculates adjustments and refunds do to overpayments.

Directs the daily reconciliation of cash receipts and checks and the preparation of bank deposits.

Maintains unit production records, workload statistics and similar information for the preparation of periodic cash billing receipt or mail payment reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Compiles and reconciles data to be submitted for monthly reports.

Calculates and adjusts tax credits for Real and Personal Property accounts.

Coordinates unit activities with other units in the Division of Collections and with related City departments.

Answers public inquiries, verifies payment and resolves disputes regarding payment of bills; coordinates the resolution of payment problems with other units and related City agencies.

Maintains records of returned checks and takes necessary action to recover the money due.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques and methods of collecting, disbursing and accounting for large amounts of money.

Knowledge of a variety of complex office practices and procedures.

Ability to comprehend and apply the techniques of first-level supervision.

Ability to oversee and coordinate the timely and efficient processing of a large volume of mail and cash bill payments.

Ability to examine existing office procedures, to identify inefficiencies and to determine appropriate modifications.

Ability to establish and maintain effective working relationships with divisional managers and supervisors, subordinate staff and the general public.

Ability to schedule work efficiently and to shift work priorities in order to meet deadlines.

Ability to communicate effectively, both orally and in writing.

Ability to maintain accurate records and prepare reports.

Ability to count and handle large amounts of money.

Ability to perform arithmetic calculations speedily and accurately.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENT

Requirements: - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the performance of cashier or remittance payment processing work.

Equivalencies: - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 2001

REVISED: December 12, 2007

Baltimore City Department of Human Resources

CASHIER I (HOURLY)

34233

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Cashier I (Hourly) operates a cash register or cash drawer in the receipt and disbursement of money; issues receipts, licenses or permits and completes related records. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; however, evening and weekend hours may be required. Work is performed in an office where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Cashier II in that it does not involve assigning and reviewing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives, counts and disburses money and ensures correct payment and change.

Operates a cash register or cash drawer.

Balances cash and checks against register receipts and payment stubs.

Issues receipts, licenses and permits.

Receives payments by mail and verifies accuracy and agreement of amount payable and total received.

May receive payment of municipal bills, fines and application fees.

Reviews checks received for accuracy and completeness; validates.

May inventory and inspect impounded vehicles; maintain records and access ownership information.

May compute bills for penalty and interest charges against standard rate charts.

May count, sort and bag coins in bulk.

Completes settlement or related records and reports.

May operate related office equipment such as typewriters, copiers or adding machines.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic.

Ability to count and handle large sums of money.

Ability to operate a cash register.

Ability to maintain accurate records.

Ability to effectively communicate orally and to work well with the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the performance of cashier work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 7, 1942

REVISED: February 25, 1949
April 25, 1951
April 9, 1964
June 9, 1966
February 2, 1967

August 26, 1970
January 7, 1976
June 3, 1977
February 2, 1981
January 20, 1982 (title changed)
December 30, 1983
August 27, 1992
March 27, 2000

REFER TO CLASS NUMBER 34211 FOR CLASS SPECIFICATION

Baltimore City Department of Human Resources

COLLECTIONS SUPERVISOR I

34241

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Collections Supervisor I directs and coordinates the operations and activities of a work unit engaged in the daily billing or collection of monies for city fines or services. Work of this class involves supervising office and accounting support and cashiering personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Collections Supervisor II in that it involves supervising the activities of personnel in one unit of a section engaged in the daily billing or collection of monies for city fines or services.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates the activities and operations of an administrative work unit engaged in the preparation, issuance and processing of bills for monies and the receipt of monies due the city and such funds due to the State to ensure tax and fee collection by the city; develops unit work policies and procedures in accordance with relevant accounting and legal standards; answers inquiries and resolves problems of the public pertaining to billing procedures and city tax, fine and service laws; writes statistical and related reports and correspondence; may direct all billing and collections activities and operations in the section to which the unit belongs during the absence of supervisor.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate office support, licensing inspection, tax transfer, data processing, coin collection, accounting support or cashiering personnel.

Recommends new and revised unit policies and procedures to section superior.

Trains unit staff in new unit work procedures; informs and advises unit staff on new and revised laws, practices and procedures that affect unit work and it's processing.

May monitor and oversee the secure and proper receipt of, accounting for and deposit of large sums of money collected for city or state bills, fines, taxes or services on a daily basis.

Directs the maintenance and updating of large and voluminous records, accounts and files and approves the closing of billing files and accounts.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the laws and procedures pertaining to local tax billing, tax sales, tax delinquent accounts or parking fines.

Knowledge of administrative procedures and techniques.

Knowledge of office and clerical practices and procedures.

Ability to direct and coordinate the activities and operations of a work unit engaged in the billing and collection of monies.

Ability to compose correspondence.

Ability to perform simple calculations in order to compute charges.

Ability to establish and maintain effective working relationships with the public and work associates.

Ability to train subordinates.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in office support work including two years of financial collection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 30, 1980

REVISED: September 24, 1981
September 1, 1982 (title changed)
November 12, 1982
January 31, 1984
November 9, 2000

Baltimore City Department of Human Resources

COLLECTIONS SUPERVISOR II

34242

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Collections Supervisor II directs and coordinates the operations and activities of a section composed of several work units engaged in the daily billing or collection of monies for City fines or services. Work of this class involves directing the activities of office support, accounting support and/or cashier work units.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class differs from that of the class of Collections Supervisor I in that it involves directing the activities of several work units in a collections and billing section through subordinate supervisors.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates the activities and operations of a billing and collections section composed of several administrative work units engaged in the preparation and issuance of bills for monies and the receipt of monies due the City and collected by the City for the State; trains subordinate unit supervisors in the methods and procedures of the section.

Develops, recommends and implements policies and procedures for the section; answers inquiries and resolves problems of public pertaining to billing procedures, City tax laws and related matters; writes reports and correspondence on the activities and programs of the section.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate collections and billing unit supervisors.

May review new and revised legislation to determine its impact on the billing and collections practices and processes of the section and its component work units.

Recommends new and revised section policies and procedures to administrative superiors.

Advises unit supervisors of new or revised laws, practices and procedures that affect the work of the section and its component work units.

Prepares statistical, accounting and narrative reports on the various work units of the section.

Prepares long-range goals and monetary projections for the section.

Advises superiors on section problems and proposes solutions to rectify them.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the laws and procedures pertaining to local tax billing, tax liens or parking fines.

Knowledge of administrative procedures and techniques.

Knowledge of office and clerical practices and procedures.

Ability to direct and coordinate the activities and operations of a collections and billing section composed of several administrative work units.

Ability to compose reports and correspondence.

Ability to maintain records and write reports.

Ability to perform simple calculations.

Ability to establish and maintain effective working relationships with the public and work associates.

Ability to train subordinate supervisors.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from accredited high school or possession of a GED certificate and three years of supervisory experience in financial collection work including disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 30, 1980

REVISED: September 1, 1982 (title changed)
November 9, 1982
January 30, 1984
October 17, 1985
March 2, 1999
November 9, 2000

Baltimore City Department of Human Resources

COLLECTIONS REPRESENTATIVE I

34253

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Collections Representative I receives, responds to and resolves telephone inquiries, problems and complaints from customers concerning a wide variety of city bills and payment processing matters. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Call Center Unit of the Division of Collections, receives, answers and resolves a large number of telephone inquiries from the public concerning a wide variety of billing matters and problems such as penalty and interest, transfer tax, property liens and payment processing and payment deadlines.

Investigates and researches records in order to address and resolve customer concerns.

Explains state and city laws, codes and policies that govern billing and collections in response to customer information inquiries.

Maintains close liaison with other collection units in the Division in order to efficiently and effectively resolve billing problems.

May refer complex account problems to superiors in other units for further investigation and resolution actions if they cannot be addressed by the Representative.

Calculates and recommends minor adjustments on bills to superiors based on laws and regulations.

Calculates projected interest on bills for customers.

Composes customer correspondence.

Maintains call records and resolution files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office practices, procedures and equipment.

Skill in communicating effectively, both orally and in writing.

Skill in handling irate or hostile callers with tact and diplomacy.

Skill in researching records and files, both in hardcopy and on computer.

Ability to understand, interpret and explain laws, policies and procedures.

Ability to use good judgment in determining appropriate procedures or courses of actions to take to resolve problems.

Ability to establish and maintain effective working relationships with others.

Ability to operate in a high volume production environment.

Ability to perform arithmetic calculations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and three years of experience in high volume public contact work involving complaint and problem resolution.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 28, 2001
REVISED: December 20, 2006 (Title Changed)

Baltimore City Department of Human Resources

COLLECTIONS REPRESENTATIVE II

34254

Administrative Division
Fiscal, Economics and Statistical Branch
Collection Group

I. CLASS DEFINITION

A Collections Representative II researches and resolves complex telephone inquiries, from customers concerning a wide variety of city bills and payment processing matters. Work of this class involves leading Collections Representatives I, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Collection Representative I, in that it involves researching and resolving complex inquiries concerning a wide variety of city bills, and assigning and reviewing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Call Center Unit of the Division of Collections, researches complex inquiries from the public concerning the payment a wide variety of City bills.

Answers telephone inquiries from the public in regards to tax liens, penalties, liens and property transfers.

Resolves and calculates requests for bill adjustments and penalties fees.

Reviews customer bills to ensure all charges are correct

Prepares necessary release and reimbursement documents related to customer bills.

Coordinates with the unit supervisor the daily work activities and operations of the unit.

Assigns and reviews the work of employees performing collection work.

Assists the supervisor in the development of work unit procedures to improve work effectiveness and recommends changes in operations or new procedures.

Trains staff on office procedures and processes, implements of new procedures and policies.

Answers questions by phone, mail or in person regarding the collection of payment for various City bills.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office practice and procedures including office protocol.

Knowledge of basic English grammar, spelling and punctuation.

Skill in handling irate or hostile callers with tact and diplomacy.

Skill in researching, locating, retrieving and compiling information from a variety of sources.

Skill in performing arithmetic computations accurately.

Ability to deal tactfully and efficiently with other employees and the public.

Ability to operate in a high volume production environment.

Ability to assign and review the work of others.

Ability to effectively train and orient others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and four years of experience in high volume public contact work involving researching and resolving complaint and problem resolution.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 20, 2006

Baltimore City Department of Human Resources

COLLECTIONS REPRESENTATIVE SUPERVISOR

34255

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Collections Representative Supervisor oversees and participates in the receipt, logging and resolution of telephone inquiries, problems and complaints from customers concerning a wide variety city bills and payment processing matters. Work of this class involves supervising customer service personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Division of Collections in the Department of Finance, supervises and participates in the operations of a unit engaged in receiving, responding to and resolving telephone inquiries from the public concerning a wide variety of billing issues such as penalty and interest, tax transfer, property liens, payment processing and payment deadlines.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate Call Center staff.

Investigates and researches billing records in order to address and resolve complex billing problems.

Explains state and city laws, codes and policies that govern billing and collections in response to customer inquiries.

Monitors collections services representatives to ensure prompt, efficient and courteous delivery of services.

Advises superiors on unit work processes and problems, evaluates and recommends changes in procedures, processes and forms to improve operations.

Refers account problems that cannot be handled in the Call Center to other unit supervisors for further investigation and problem resolution; follows up to ensure resolution.

Maintains close liaison with other collection units in order to resolve billing problems.

Prepares statistical reports on call volume, bill adjustments and other related matters.

Approves minor adjustments on bills based laws and regulations

Keeps current on new and revised agency policies, disseminates information to staff; trains staff in work processes and procedures.

Calculates projected interest on bills for customers.

Prepares customer correspondence on billing inquiries and problems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office practices, procedures and equipment.

Knowledge of customer service practices and processes.

Skill in communicating effectively, both orally and in writing.

Skill in handling irate or hostile telephone callers with tact and diplomacy.

Skill in researching records and files manually or on computer.

Ability to direct and coordinate a high volume customer service unit.

Ability to shift work priorities efficiently.

Ability to use good judgment in determining appropriate procedures or courses of actions to take to resolve problems.

Ability to establish and maintain effective working relationships with others.

Ability to understand, interpret and explain laws, policies and procedures.

Ability to perform arithmetic calculations.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience in high volume public contact work involving complaint and problem resolution.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 2001

REVISED: December 20, 2006 (Title Changed)

Baltimore City Department of Human Resources

PARKING FINES SUPERVISOR

34257

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Parking Fines Supervisor directs and coordinates the activities of the centralized parking fines collection and processing operations of the City of Baltimore. Work of this class involves directing the activities of data entry, customer service and accounting work units.

Incumbents receive minimal supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Parking Fines Section, Division of Collections, Bureau of Treasury Management of the Department of Finance, directs and coordinates through subordinate supervisors, work units engaged in the collection and processing of all parking violation citations issued by the City of Baltimore.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of all subordinate unit supervisors.

Reviews, develops and implements parking fine collection processing, customer service, fiscal accounting, data entry record keeping and administrative policies and procedures for the section.

Advises superiors on and recommends changes to administrative, organizational and section policies and operations.

Formulates long-range plans and policies for the section based on customer service, collection, accounting, data record keeping and administrative needs and statistical, seasonal and operational trends.

Resolves complex parking violation citation, customer service, fiscal and administrative problems in the section.

Authorizes payment adjustments to customer parking violation citations in accordance with the policies of City fiscal, parking fine and court-ordered judgments, laws and regulations.

Shifts and authorizes the shifting of subordinate staff between units to cover seasonal and daily peak workload demands.

Maintains production records, workload statistics and similar information for the preparation of periodic reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Advises subordinate supervisors and staff of revisions and additions to local and State legislation that affect the section's parking citation violation collection, accounting and processing operations.

Oversees the coordination of section operations and activities with those of other division sections and City agencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and procedures for the collection of parking fine municipal revenues.

Knowledge of customer service practices and policies.

Skill at resolving complex parking fine problems.
Ability to direct and coordinate the activities of a large centralized government parking fines processing operation and organization.

Ability to research, formulate and revise fiscal, accounting and administrative policies and procedures for a large centralized government parking fines processing operation and organization.

Ability to establish and maintain effective working relationships with the public, City officials and agency supervisors and staff.

Ability to communicate effectively, both orally and in writing.

Ability to prepare complex narrative and statistical reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from high school or possession of a GED certificate and five years of experience in processing parking tickets and fines including two years of such supervisory responsibilities as evaluating the performance of, disciplining and recommending the hiring, firing and promoting of subordinate staff.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the r elease of criminal conviction information.

ADOPTED: September 5, 2001

Baltimore City Department of Human Resources

LIENS PROCESS SUPERVISOR

34258

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Liens Process Supervisor directs and coordinates the centralized property liens research, resolution and abatement processing operations of the City of Baltimore. Work of this class involves supervising clerical, accounting assistant and data entry personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Liens Unit, Property Transfer Section, Division of Collections, Bureau of Treasury Management of the Department of Finance, directs and coordinates the research and resolution of lien certificate applications on all City residential and commercial properties about to be sold so that outstanding liens can be paid and issues approved liens abatement certificates for properties.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit staff.

Oversees the research and resolution of old and complicated lien problems that constitute a cloud on the clean settlement of a property transfer between owners; issues lien certificates that attest that all liens problems and payments are abated so the settlement process can continue to closing.

Coordinates and monitors the lien review and processing of Department of Housing and Community Development and Law Department applications for the acquisition of privately-owned property by the City and the disposition of City-owned properties.

Resolves complex liens certification problems; authorizes payment adjustments to liens in accordance with the real estate and fiscal policies of the City of Baltimore and the State of Maryland.

Coordinates the activities and operations of the unit with other divisional sections and units and City agencies.

Reviews, develops and implements liens research, processing, certification and administration policies and procedures for the unit.

Advises superiors on and recommends changes to administrative, organizational and unit policies and operations.

Formulates long-range plans and policies for the unit based on workload, collection, data record keeping and administrative needs and statistical, seasonal and operational trends.

Maintains production records, workload statistics and similar information for the preparation of periodic reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Advises superiors and staff of revisions and additions to local and State legislation that affect the unit's research, processing and approval of lien certificate applications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of lien certification and abatement.

Knowledge of a variety of complex office practices and procedures.

Knowledge of customer service practices and processes.

Skill in researching liens on properties.

Ability to direct and coordinate the activities of a centralized government property liens certification and abatement processing operation.

Ability to establish and maintain effective working relationships with staff, unit and section supervisors.

Ability to resolve complex problems with skill, tact and dispatch.

Ability to communicate effectively, both orally and in writing.

Ability to prepare complex narrative and statistical reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from high school or possession of a GED certificate and five years of experience in property liens certification research and abatement processing work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 2001

Baltimore City Department of Human Resources

PROPERTY TRANSFER SUPERVISOR

34259

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Property Transfer Supervisor directs and coordinates the centralized recording of property deed transfers and collection of related liens, recordation and transfer taxes and fees operations of the City of Baltimore. Work of this class involves supervising tax transfer clerk personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Property Transfer Unit, Property Transfer Section, Division of Collections, Bureau of Treasury Management of the Department of Finance, directs and coordinates the State-mandated recording of property deed transfers and the collection of all monies for liens noted on the attendant lien certificates, transfer and recordation taxes.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit staff.

Oversees the research and resolution of property deed transfer and recordation problems; resolves complex property deed transfer and recordation problems in accordance with the applicable laws and policies of the City of Baltimore and the State of Maryland.

Approves all property deeds for recording; oversees the collection of transfer and recordation taxes on settlements; and approves the affixing of transfer and recordation tax stamps to documents.

Coordinates the activities and operations of the unit with other divisional sections and units and City agencies.

Reviews, develops and implements property deed transfer, recordation, lien and fee collection and administrative policies and procedures for the unit.

Advises superiors on and recommends changes to administrative, organizational and unit policies and operations.

Formulates long-range plans and policies for the unit based on workload, collection and administrative needs and statistical, seasonal, and operational trends.

Maintains production records, workload statistics and similar information for the preparation of periodic reports and work schedules, for the identification of work cycles and for the distribution of workloads.

Advises superiors and staff of revisions and additions to local and State laws that affect the unit's processing of property deed transfers, recordation and related matters.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of local and State of Maryland laws relating to the recording of property deed transfers and the collection of relevant liens, transfer taxes and fees.

Knowledge of a variety of complex office practices and procedures.

Knowledge of customer service practices and processes.

Skill in researching and recording property deed transfers.

Ability to direct and coordinate the activities of a centralized government

Ability to establish and maintain effective working relationships with staff, divisional unit and section supervisors and City agency officials.

Ability to resolve complex problems with skill, tact and diplomacy.

Ability to communicate effectively, both orally and in writing.

Ability to prepare complex narrative and statistical reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience in property transfer recording and liens and fees collection work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 2001

REVISED: March 8, 2012

Baltimore City Department of Human Resources

CUSTOMER CARE ACCOUNT SPECIALIST ADJUSTER I

34260

Administrative Division
Fiscal, Economics and Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Customer Care Account Specialist Adjuster I evaluates customer requests received by telephone, mail, fax, or in person at the customer counter for an adjustment to a water and/or sewer bill. The work of this class involves assisting in making recommendations, for complex adjustments, cancellations, and corrections to customer accounts. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Utility Billing Section of the Division of Customer Support and Services, evaluates customer requests received by telephone, mail, fax, or in person at the customer counter for an adjustment to a water and/or sewer bill.

Assists in making recommendations for complex adjustments, cancellations, and corrections to customer accounts including large, commercial accounts with multiple meters. Prepares and calculates adjustments and refunds to customer accounts.

Schedules field inspections, investigations and additional field activities to resolve problems or discrepancies processed on accounts.

Assists with initial meter order requests; validate plumber, property and permit data; and issue appropriate work orders.

Maintains and researches fiscal, service, and related records unique to utility services and billing.

Corrects routine errors in the customer master file database.

Explains utility service, billing and collection policies to customers.

Operates software systems for billing, payment application and account research.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of current office systems, practices, procedures, and administration.

Knowledge of general office equipment and personal computers to include word processing, spreadsheets and related software packages such as Excel and Microsoft Word.

Skill in communicating effectively, both orally and in writing.

Skill in researching both hardcopy and electronic records and files.

Ability to interpret, explain, and apply Utility Billing policies, and procedures.

Ability to make moderately complex mathematical computations with speed and accuracy.

Ability to understand and follow complex oral and written instructions.

Ability to operate a desktop computer and routine software programs, include routine Utility billing system procedures.

Ability to maintain clerical and accounting records and to prepare reports from such records.

Ability to establish and maintain effective working relationships with co-workers and customers.

Ability to adapt to frequent changes in processing of daily work and to be highly productive and accurate.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in billing/collection, preferably in a municipal government, with some exposure to computerized billing and general accounting functions as a part of the customer service delivery environment.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 28, 2014

Baltimore City Department of Human Resources

CUSTOMER CARE ACCOUNT SPECIALIST ADJUSTER II

34261

Administrative Division
Fiscal, Economics and Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Customer Care Account Specialist Adjuster II evaluates complex customer requests received by telephone, mail, fax, or in person at the customer counter for an adjustment to a water and/or sewer bill. The work of this class involves making recommendations, for complex adjustments, cancellations, and corrections to customer accounts. Work of this class involves leading Customer Care Account Specialist Adjusters I, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Customer Care Account Specialist Adjuster I, in that it involves researching and resolving complex customer billing problems, and assigning and reviewing work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Utility Billing Section of the Division of Customer Support and Services, evaluates complex customer requests received by telephone, mail, fax, or in person at the customer counter for an adjustment to a water and/or sewer bill.

Makes recommendations for complex adjustments, cancellations, and corrections to customer accounts including large, commercial accounts with multiple meters. Prepares and calculates adjustments and refunds to customer accounts.

Approves the removal or adjustment of charges, penalties, and the issuance of credits or refunds within limits and Division policy guidelines.

Assists in training staff and new employees in Utility Billing policies and procedures.

Assists the supervisor in establishing procedural operations and monitoring staff performance.

Contacts appropriate field personnel for resolution of customer complaints and follow-up. Investigates and resolves written or verbal customer inquiry problems of a non-routine nature.

Schedules field inspections, investigations and additional field activities to resolve problems or discrepancies processed on accounts.

Initiates moderately complex adjustments to customer accounts as required to resolve billing problems.

Assists with initial meter order requests; validate plumber, property and permit data; and issue appropriate work orders.

Maintains and researches fiscal, service, and related records unique to utility services and billing.

Corrects routine errors in the customer master file database.

Explains utility service, billing and collection policies to customers.

Operates software systems for billing, payment application and account research.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of office systems, practices, procedures, and administration.

Knowledge of general office equipment and personal computers to include word processing, spreadsheets and related software packages such as Excel and Microsoft Word.

Skill in effective oral and written communication.

Skill in researching both hardcopy and electronic records and files.

Ability to assign, review and approve the work of Customer Care Account Specialist Adjusters I.

Ability to interpret, explain, and apply Utility Billing policies, and procedures.

Ability to make moderately complex mathematical computations with speed and accuracy.

Ability to understand and follow complex oral and written instructions.

Ability to operate a desktop computer and routine software programs, include routine Utility Billing system procedures.

Ability to maintain clerical and accounting records and to prepare reports from such records.

Ability to establish and maintain effective working relationships with co-workers and customers.

Ability to adapt to frequent changes in processing of daily work and to be highly productive and accurate.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in billing/collection, preferably in a municipal government, with some exposure to computerized billing and general accounting functions as a part of the customer service delivery environment.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 28, 2014

Baltimore City Department of Human Resources

CUSTOMER CARE ACCOUNT SPECIALIST ADJUSTER SUPERVISOR

34262

Administrative Division
Fiscal, Economic and Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Customer Care Account Specialist Adjuster Supervisor directs and coordinates the operations and activities of a work unit engaged in processing billing adjustments to water/or and sewer accounts. Work of this class involves supervising Customer Care Account Specialist Adjusters.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Utility Billing Section of the Division of Customer Support and Services, supervises and participates in the operations of a unit engaged in processing billing adjustments to water and/or sewer accounts.

Schedules field inspections, investigations and additional field activities to resolve problems or discrepancies noted on accounts.

Authorizes the removal or adjustment of charges and penalties and the issuance of credits or refunds within limits and division policy guidelines.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate staff.

Trains subordinate staff in the proper application of utility policies and procedures.

Interprets and enforces provisions of State, City, and Departmental rules and regulations and applicable rates as they apply to water and sewer accounts.

Participates in developing and revising operating policies, procedures, recordkeeping systems and forms.

Receives and responds to the most difficult customer complaints and inquiries and provides information and assistance regarding accounts and coordinates resolution.

Researches, compiles, and analyzes data for special reports and projects in response to specific requests and/or complaints.

Creates, analyzes, and manages audit trails and exception reporting to ensure data integrity. Recommends and institutes corrections for recurring problems.

Participates with systems analysts and data programmers regarding the design, updating, testing, and maintenance of major consolidated utility billing and services computer systems.

Directs the maintenance of fiscal records related to collection, verification, adjustment, and quality control of residential, and commercial utility service accounts.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of policies and procedures related to utility billing services.

Knowledge of customer service practices and processes.

Ability to plan, coordinate, supervise, evaluate the work of subordinate employees.

Ability to interpret, explain, and apply utility policies, rules, and procedures.

Ability to develop, implement, and revise operating procedures and forms.

Ability to compose clear and concise reports and correspondence.

Ability to analyze and evaluate financial and account records and make decisions using initiative and independent judgment within established guidelines.

Ability to organize research and maintain computerized records and files and use designated software programs such as spreadsheets, databases and word processing systems to include Excel and Microsoft Office.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience in billing/collection, preferably in a municipal government, with some exposure to computerized billing and general accounting functions as a part of the customer service delivery environment.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 28, 2014

Baltimore City Department of Human Resources

CUSTOMER CARE ANALYST I

34263

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Customer Care Analyst I learn to serve as a liaison between customers and City agencies. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The Customer Care Analyst I is the entry-level for this classification. Work at this level differs from the II and III levels only in the transactional complexity, customer service, and processes required to identify, address, and resolve complaints from customers.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Learn to assist with customer requests received by telephone, mail, email, or in person for an adjustment to a bill for City provided services.

Learn to assist in making recommendations for simple adjustments, cancellations, and corrections to customer accounts including large commercial accounts. Learn to prepare and calculate adjustments and refunds to customer accounts.

Learn to schedule field inspections, conduct investigations and additional field activities to resolve problems or discrepancies processed on accounts.

Learn to assist with initial requests; verify property and permit data; and issue appropriate work orders.

Learn how to research and maintain fiscal, service, and related records unique to City services and billing.

Learn to correct routine errors in the customer master file database.

Learn how to explain City services, billing and collection policies to customers.

Learn how to operate software systems for billing, payment application and account research.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn current office systems, practices, procedures, and administration.

Knowledge of general office equipment and personal computers to include word processing, spreadsheets and related software packages such as Excel and Microsoft Word.

Ability to learn the skill in researching both hardcopy and electronic records and files.

Ability to effectively communicate both verbally and in writing with internal and external customers through phone, email or in person.

Ability to handle currency and make correct change.

Ability to learn and interpret, explain, and apply billing policies, and procedures.

Ability to make simple mathematical computations with speed and accuracy.

Ability to understand and follow complex oral and written instructions.

Ability to learn how to maintain clerical and accounting records and to prepare reports from such records.

Ability to establish and maintain effective working relationships with co-workers and customers.

Ability to adapt to frequent changes in processing of daily work and to be highly productive and accurate.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or GED certificate with some basic knowledge of Microsoft Office suites.

Equivalencies – Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 2016

Baltimore City Department of Human Resources

CUSTOMER CARE ANALYST SUPERVISOR

34266

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Customer Care Analyst Supervisor directs and coordinates the operations and activities of a work unit engaged in processing billing adjustments for City provided services. Work of this class involves supervising Customer Care Analysts.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Customer Care Analyst III, in that it involves supervising Customer Care Analysts. Assigning and reviewing work of others and handling complex cases.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises and participates in the operations of a unit engaged in processing billing adjustments to City provided services.

Schedules field inspections, investigations and additional field activities to resolve problems or discrepancies noted on accounts.

Authorizes the removal or adjustment of charges and penalties and the issuance of credits or refunds within limits and division policy guidelines.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate staff.

Trains subordinate staff in the proper application of billing policies and procedures.

Interprets and enforces provisions of State, City, and Departmental rules and regulations and applicable rates as they apply to water and sewer accounts.

Participates in developing and revising operating policies, procedures, recordkeeping systems and forms.

Receives and responds to the most difficult customer complaints and inquiries and provides information and assistance regarding accounts and coordinates resolution.

Researches, compiles, and analyzes data for special reports and projects in response to specific requests and/or complaints.

Creates, analyzes, and manages audit trails and exception reporting to ensure data integrity. Recommends and institutes corrections for recurring problems.

Participates with systems analysts and data programmers regarding the design, updating, testing, and maintenance of major consolidated billing and services computer systems.

Directs the maintenance of fiscal records related to collection, verification, adjustment, and quality control of residential, and commercial service accounts.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of policies and procedures related to billing services.

Knowledge of customer service practices and processes.

Ability to plan, coordinate, supervise, evaluate the work of subordinate employees.

Ability to interpret, explain, and apply policies, rules, and procedures.

Ability to develop, implement, and revise operating procedures and forms.

Ability to compose clear and concise reports and correspondence.

Ability to analyze and evaluate financial and account records and make decisions using initiative and independent judgment within established guidelines.

Ability to organize research and maintain computerized records and files and use designated software programs such as spreadsheets, databases and word processing systems to include Excel and Microsoft Office.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or GED certificate and five years of experience in billing/collection, preferably in a municipal government, with working knowledge of Microsoft Office suites as a part of the customer service environment.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 2016

REVISED: November 7, 2016

Baltimore City Department of Human Resources

CUSTOMER CARE ANALYST SUPERVISOR II

34267

Administrative Division
Fiscal, Economic and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Customer Care Analyst Supervisor II through subordinate supervisors manages and directs the operations and activities of a work unit engaged in processing billing adjustments for City provided services. Work of this class involves supervising Customer Care Analysts Supervisors and Analysts.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Customer Care Analyst Supervisor I, in that it involves supervising Customer Care Analysts Supervisors and directing the unit overall.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Through subordinate supervisors, directs the operations of a unit engaged in processing billing adjustments to City provided services.

Schedules field inspections, investigations and additional field activities to resolve problems or discrepancies noted on accounts.

Authorizes the removal or adjustment of charges and penalties and the issuance of credits or refunds within limits and division policy guidelines.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate staff.

Trains subordinate staff in the proper application of billing policies and procedures.

Interprets and enforces provisions of State, City, and Departmental rules and regulations and applicable rates as they apply to water and sewer accounts.

Develops, edits and revises operating policies, procedures, recordkeeping systems and forms.

Responds to the most difficult customer complaints and inquiries and provides information and assistance regarding accounts and coordinates resolution.

Researches, compiles, and analyzes data for special reports and projects in response to specific requests and/or complaints.

Creates, analyzes, and manages audit trails and exception reporting to ensure data integrity. Recommends and institutes corrections for recurring problems.

Meets with systems analysts and data programmers regarding the design, updating, testing, and maintenance of major consolidated billing and services computer systems.

Directs the maintenance of fiscal records related to collection, verification, adjustment, and quality control of residential, and commercial service accounts.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of policies and procedures related to billing services.

Knowledge of customer service practices and processes.

Skill in communicating effectively and with tact with residential and commercial customers of the municipal water system regarding the cause of problems.

Ability to plan, coordinate, supervise, evaluate the work of subordinate supervisors.

Ability to interpret, explain, and apply policies, rules, and procedures.

Ability to develop, implement, and revise operating procedures and forms.

Ability to compose clear and concise reports and correspondence.

Ability to analyze and evaluate financial and account records and make decisions using initiative and independent judgment within established guidelines.

Ability to organize research and maintain computerized records and files and use designated software programs such as spreadsheets, databases and word processing systems to include Excel and Microsoft Office.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Bachelor's Degree from an accredited college or university and three years of experience in billing/collection, preferably in a municipal government, with working knowledge of Microsoft Office suites as part of the customer service environment and two years of supervisory experience.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 24, 2016

Baltimore City Department of Human Resources

BILLING SECTION SUPERVISOR

34285

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Billing Section Supervisor administers the work of a centralized section engaged in the generation, distribution, verification and correction of municipal bills or invoices. Work of this class involves directing office support, accounting assistant and data entry work units.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Directs and coordinates, through subordinate supervisors, the operations of units responsible for distributing, reviewing, verifying, correcting and processing bills or invoices.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit supervisors.

Coordinates section activities and operations with other divisions and City agencies to establish procedures, exchange information and resolve problems relating to billing data generation, billing distribution and revenue collection.

Analyzes trends, identifies obstacles and recommends policy and procedural improvements to ensure timely processing of bills or invoices.

Reviews production records, workload statistics and processing requirements for the preparation of periodic narrative and statistical reports and to establish work cycles and staffing schedules.

Develops, recommends and oversees the implementation of administrative and technical policies and procedures based on program goals, workload, data record keeping, administrative needs, statistical, seasonal and operational trends.

Interprets policies and procedures for staff, the general public and other agencies.

Resolves complex requests for abatement or adjustment of bills or invoices; recommends bill adjustments in accordance with City and departmental policies and ordinances.

Reviews proposed revisions to local ordinances for impact on section operations; advises superiors; develops and implements resultant changes in procedures.

Develops and implements staff training in operations, policies, procedures and customer service.

Testifies in court as an expert witness on the processing of City bills.

May meet with community groups and organizations to resolve problems and explain City policies and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of processing large volumes of bills or invoices.

Knowledge of customer service practices, policies and techniques.

Knowledge of automation and common business software used to facilitate large volume processing.

Skill in resolving complex problems and complaints with the general public.

Ability to direct and coordinate the activities of multiple bill processing units.

Ability to understand, interpret and apply billing legislation, regulations and policies.

Ability to analyze operational trends, develop and implement policy and procedural improvements.

Ability to establish and maintain effective working relationships with the public, City officials, vendors and agency staff.

Ability to develop and implement in-service staff training.

Ability to communicate effectively orally and in writing.

Ability to compile data and compose complex statistical and narrative reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree from an accredited college or university and four years of experience in processing large volumes of bills or invoices including two years of experience performing such supervisory responsibilities as disciplining, evaluating the performance of, hiring, firing and promoting employees engaged in billing or collections work.

Equivalencies – Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 27, 2005

Baltimore City Department of Human Resources

COMMUNICATIONS SERVICES BILLING SUPERVISOR

34286

Administrative Division
Fiscal, Economics and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Communications Services Billing Supervisor administers the work of a group of employees engaged in the processing of invoices from vendors, and generation, distribution, verification and correction of bills sent to user city agencies. Work of this class involves supervising accounting, fiscal, data entry, and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Reviews all invoices from vendors to ensure proper billing to City user agencies.

Directs and coordinates the data entry of billing information into centralized fiscal and administrative data files and the distribution, review, verification and correction of bills sent to user city agencies.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinates.

Responds to other City agencies to exchange information and resolve problems relating to billing, billing distribution, reimbursement and revenue collection.

Analyzes trends, identifies obstacles and recommends policy and procedural improvements to ensure timely processing of bills or invoices.

Reviews production records, workload statistics and processing requirements for the preparation of periodic narrative and statistical reports.

Participates with superiors in formulating and monitoring the unit fiscal budget and attendant revenues.

Interprets policies and procedures for staff and other agencies.

Resolves requests for adjustment or correction of bills sent to City user agencies.

Participates with supervisor in preparation, verification and documentation of forms and reports for submission to the federal and state governments pertaining to grants for telecommunication services, and in preparation for and response to audits of grants.

Develops and implements staff training in operations, policies, procedures and customer service.

May supervise telecommunication personnel as needed.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of processing large volumes of bills or invoices.

Knowledge of customer service practices, policies and techniques.

Knowledge of automation and common business software used to facilitate large volume processing.

Skill in resolving complex problems and complaints with the general public.

Ability to direct and coordinate the activities of multiple bill processing units.

Ability to understand, interpret and apply billing legislation, regulations and policies.

Ability to analyze operational trends, develop and implement policy and procedural improvements.

Ability to establish and maintain effective working relationships with the public, City officials, vendors, agency staff and City departmental representatives.

Ability to develop and implement in-service staff training.

Ability to communicate effectively orally and in writing.

Ability to compile data and compose complex statistical and narrative reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelors degree from an accredited college or university and four years of experience in billing management and in processing large volumes of bills or invoices in utility regulated services such as telecommunications including two years of experience performing such supervisory responsibilities as evaluating the performance of, and recommending hiring, firing, disciplining and promoting of employees engaged in billing or collections work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 19, 2011

Baltimore City Department of Human Resources

TAX TRANSFER CLERK I

34293

Administrative Division
Fiscal, Economic, and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Tax Transfer Clerk I reviews, verifies and validates documents and tax payments in the transfer and recordation of real property. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minor physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews documents involving the transfer and recordation of real property (deeds, land installment contracts, leases and other related documents) to determine their accuracy and the need for payment of taxes.

Verifies checks received with amount due on transfers and recordation; reviews records for payment of real estate taxes and ensures that all liens have been satisfied; types and attaches paid or exempt tickets to documents.

Validates deeds, leases, assignments and other legal documents; based on State and City Law, determines whether the document is subject to recordation tax or if it qualifies for an exemption.

Calculates and collects transfer and recordation tax; stamps and affixes signature to documents, computes interest, penalty or discount and collects taxes or liens for the City.

Reconciles check and tax receipts, compiles cashier's report and delivers checks and other documents to the cashier's division.

Answers questions by mail, phone or in person regarding the transfer and recordation tax; maintains records and prepares reports.

Trains new employees in tax transfer and recordation procedures and processes.

May type routine correspondence, bills, and tax transfer tickets.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic English grammar, spelling and punctuation.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Knowledge of legal language in the processing of deeds, leases, liens and other legal documents.

Knowledge of tax transfer and recordation laws, regulations and procedures.

Ability to perform arithmetic computations accurately.

Ability to read and interpret legal documents and contracts such as deeds and leases.

Ability to locate and retrieve information from a variety of sources and to compile the information.

Ability to effectively train or orient others.

Ability to deal tactfully and efficiently with other employees and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in examining, verifying or processing legal documents.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 31, 1966

REVISED: June 30, 1971
November 17, 1981
January 25, 1984
January 25, 2006 (title changed)
June 11, 2010
April 25, 2011
March 8, 2012

Baltimore City Department of Human Resources

TAX TRANSFER CLERK II

34294

Administrative Division
Fiscal, Economic, and
Statistical Branch
Collections Group

I. CLASS DEFINITION

A Tax Transfer Clerk II reviews, verifies and validates complex documents and tax payments in the transfer and recordation of real property. Work of this class involves leading Tax Transfer Clerks I, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Tax Transfer Clerk I, in that it involves researching and resolving complex transfer and recordation of real property and assigning and reviewing the work of others.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Participates in and assigns, reviews and verifies the work of employees performing the transfer and recordation of real property (deeds, land installments contracts, leases) and property tax collection work.

Reviews and verifies complex documents involving multiple transfers and recordation of real property (deeds, land installment contracts, leases and other related documents) to ensure accuracy and determine payments required.

Assist supervisor in the coordination of the daily activities and operations of the unit.

Answers, researches and resolves complex inquiries regarding the transfer and recordation of real property.

Reconciles checks received with amount due on transfers and recordation; reviews records for payment of real estate taxes and ensure that all liens have been satisfied. Types and attaches paid or exempt tickets to documents.

Develops or revises work unit procedures to improve work effectiveness and to accommodate changes in operations or new functions.

Validates deeds, leases, assignments and other legal documents; based on State and City laws, determines whether the document is subject to recordation tax or if it qualifies for an exemption.

Trains staff on office procedures and processes, coordinates implementation of new procedures and policies.

Calculates and collects transfer and recordation tax; stamps and affixes signature to documents, computes interest, penalty or discount and collects taxes or liens for the City.

Reconciles check, tax receipts and daily cash receipts; compiles cashier's report and delivers checks and other documents to the cashier's division.

Answers questions by mail, phone or in person regarding the transfer and recordation tax; maintains records and prepares reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tax transfer and recordation laws, regulations and procedures.

Knowledge of basic English grammar, spelling and punctuation.

Knowledge of office practices and procedures including office protocol and various filing procedures.

Knowledge of complex and multiple real property transfers.

Knowledge of legal language in the processing of deeds, leases, liens and other legal documents.

Ability to perform arithmetic computations accurately.

Ability to read and interpret legal documents and contracts such as deeds and leases.

Ability to use common business software.

Ability to locate and retrieve information from a variety of sources and to compile the information.

Ability to effectively train or orient others.

Ability to deal tactfully and efficiently with other employees and the public.

Ability to maintain an effective working relationship with staff and the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in examining, verifying or processing legal documents for the transfer or recordation of real property.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 25, 2006

REVISED: June 11, 2010
March 8, 2012

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN II DPW

34309

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Utility Meter Technician II DPW performs a variety of routine manual labor regarding water distribution activities. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. This is a high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work requires working in confined spaces, periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician I and III in that it is the Full Performance Level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Completes service orders including disconnects and reconnects; install meter, remove and inspect meters for leaks and tampering, checks meter orders and verifies meter information.

Repair, install maintain, and tests meters, meter vaults and lids including bench and field test; removes and inspects meters for defects, damages and unauthorized connections.

Troubleshoot, install, and program meter transmitters.

May clean out flooded and buried meter vaults using hand or electric pump.

Drives mobile collector to related cycle following route to collect meter reads.

Program, install and provide maintenance for meter transmitters, and verify transmitters are programmed correctly and communicating.

Install and provide maintenance of network hardware.

Inspect installation, antennas, cabling, grounding and power supply of unit to verify network devices are functioning properly; make repairs as needed to cabling and installation.

Investigate poor performing equipment using established procedures.

Operates and uses a variety of powered and unpowered equipment.

Troubleshoot, verify and update meter information and upload data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials and equipment used in the installation, maintenance and repair of water meters and associated equipment.

Knowledge of industry safety practices and procedures.

Knowledge of basic computer skills necessary to operate handheld and or mobile devices.

Knowledge of meter reading and meter register dials.

Knowledge of the meter reading schedule and routes

Knowledge of the metering equipment and Fixed Network components.

Knowledge of meter hardware functionality.

Ability to read schedules, routes, street maps, names and addresses and to locate addresses in assigned geographic area.

Ability to learn meter operation procedures.

Ability to complete forms and reports.

Ability to perform arithmetic computations.

Ability to follow directives and instructions.

Ability to communicate effectively and professionally with consumers and others.

Ability to walk and stand for prolonged periods.

Ability to perform repetitive bending and stooping.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate. Must have completed one year as an Utility Meter Technician I or have two years of relevant experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN I

34310

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Utility Meter Technician I learns to perform a variety of routine manual labor regarding water meter activities for residential properties. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. This is a high-volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work requires periods of prolonged standing and repetitive bending and stooping to loosen and lift water meters and covers.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician II and III in that it is the trainee level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Learns to complete and close out the assigned meter service requests and meter work orders in metering and billing systems for residential small meters, commercial, industrial and fire detector water meters (large up to two (2) inches)

Learns to conduct field tests, repairs, inspects, remove, and maintain meters for leaks, tampering, defects, damages, and unauthorized connections.

Learns to troubleshoot, install, program, and replace ERTS (Encoder Receiver Transmitter) using electronic devices.

Learns to drive mobile collector for the related cycle following a route to collect automated reads and collects manual reads using Itron mobile application on an electronic device to ensure timely billing of accounts.

Learns to operates and use a variety of powered and unpowered equipment.

Learns how to use electronic device functionality while completing daily tasks.

Learns to operate valves to repair or replace large/commercial meters and to complete turn-ons and turn-offs for customer requests and for delinquent accounts.

Learns how to disconnect and reconnect customer's water service.

Learns how to troubleshoot via various electronic devices for automated connections; read multi-dial meters to obtain water consumption totals; verify, update, and upload data into the billing system.

Learns how to clean out flooded and buried meter vaults using a hand pump, an electric pump, and/or a 2-inch gas pump.

Learns and carries out all established safety procedures including the required use of all PPE (Personal Protective Equipment).

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic computer skills necessary to operate electronic devices.

Ability to learn how to use tools, materials, and equipment used in the installation, maintenance, and repair of water meters.

Ability to learn meter reading and meter register dials.

Ability to learn the Fixed Network components including Centum Cubic Feet (CFFs)s, collectors, and repeaters.

Ability to learn ERT and functionality and mitigation techniques.

Ability to learn and demonstrate safety practices and procedures.

Ability to learn radio frequency mitigation techniques.

Ability to learn meter reading hardware functionality.

Ability to communicate effectively with customers and co-workers.

Ability to read schedules, routes, street maps, names, and addresses and to locate addresses in assigned areas of Baltimore City and County.

Ability to follow directions and instructions.

Ability to operate a handheld or mobile device to read, retrieve, enter, and upload data.

Ability to operate water meter valves.

Ability to walk and stand for prolonged periods and perform repetitive bending and stooping.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit are required. Must be 21 years of age. Provisional licenses are prohibited.

NOTE: Encoder Receiver Transmitter (ERT) - ENDPOINT: Itron radio device that encodes consumption data and transmits the data in CCU at a predetermined interval. Endpoints provide consumption, interval, leak (water), and tamper data. Two-way functionality for 100 series water endpoints includes the ability to collect on-demand consumption and interval data.

ADOPTED: July 27, 2016

REVISED: October 6, 2016
June 5, 2023 (MQ change)

Baltimore City Department of Human Resources

UTILITY METER READER I

34311

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Utility Meter Reader I takes manual readings of water meters and records volume used for residential properties in an assigned sector. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. This is a high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Reader II in that it involves reading water meters for residential properties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives personal vehicle to assigned sector; walks between residences to read the standard water meter requirement per day.

Loosens and removes meter cover, reads water meters to obtain consumption used by residential consumers and records readings in handheld electronic device or alternative.

Inspects residential meters and connections for defects, damages and unauthorized connections.

Documents meter damages, irregularities and requests for repair electronically via a handheld device; identifies with skip codes that automatically generate specific types of work orders and submits to supervisor for download.

Performs a variety of clerical tasks when not in the field.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read street maps, names and addresses and to locate addresses in assigned area of the City and County.

Ability to learn meter reading procedures.

Ability to meet time and volume production standards with accuracy.

Ability to understand and record data on handheld electronic devices.

Ability to complete forms and reports.

Ability to perform arithmetic computations.

Ability to follow directives and instructions.

Ability to communicate effectively and professionally with consumers and others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTE: Employees must provide own transportation to assigned locations to perform job functions.

ADOPTED: September 18, 1979

REVISED: July 30, 1981
May 24, 1982
October 11, 1983
October 24, 1994
June 16, 1995 (title changed)
April 3, 1997 (license changed)
December 18, 2008
April 29, 2011
February 26, 2014 (license changed)

Baltimore City Department of Human Resources

UTILITY METER READER II

34312

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility, Collection Group

I. CLASS DEFINITION

A Utility Meter Reader II takes manual readings of complex multi-dial water meters to obtain volume of water consumed by commercial and industrial users. The work of this class may involve leading meter readers, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, overtime may be required in emergencies. This is high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work is occasionally performed in confined spaces such as meter vaults. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Reader I in that it involves reading multi-dial meters for commercial and industrial uses or lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads the daily activity of assigned team that reads residential, commercial, and industrial water meters to obtain consumption data; assigns and reviews the work of subordinate meter readers on assigned route and team; answers questions and provides training in operations and procedures.

Drives personal or assigned vehicle to sector; walks sites to read multiple commercial and industrial water meters to meet established production standards.

Reads multi-dial meters to obtain volume of water consumed by commercial and industrial users and records reading in handheld electronic device or alternative; loosens and removes meter covers; may enter meter vault using established confined space protocols.

Aids subordinate meter readers to locate and obtain readings from meters in unusual or hard-to-find locations.

Investigates and performs special readings for residential properties with unusually high readings in response to inquiries and complaints.

Inspects residential, commercial and industrial water meters and connections for defects, damages and unauthorized connections.

Documents meter damages, irregularities and requests for repair electronically via a handheld device; identifies with skip codes that automatically generate specific types of work orders and submits to supervisor for download.

Performs a variety of clerical tasks when not in the field.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of meter reader work procedures; knowledge of water meter operation.

Skill in locating and reading water meters with accuracy.

Skill in utilizing handheld electronic devices to enter and record meter readings and irregularities.

Ability to meet time and volume production standards.

Ability to assign and review the work of others.

Ability to deal effectively and professionally with consumers and others.

Ability to perform mathematical computations.

Ability to read street maps, names and addresses and to locate addresses in assigned area of Baltimore City and County.

Ability to complete and file forms and reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in reading water meters.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Employees may be required to provide own transportation to various locations to perform job functions.

ADOPTED: September 18, 1979

REVISED: July 30, 1981
December 14, 1981
October 11, 1983
October 9, 1992
June 16, 1995 (title changed)
November 1, 1999 (license changed)
December 18, 2008

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN II

34313

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Utility Meter Technician II performs a variety of routine manual labor regarding water meter activities for residential properties. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. This is a high-volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs, and vermin and may be exposed to irate or hostile citizens. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter covers.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician I and III in that it is the Full Performance Level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Completes and closes out the assigned meter service requests and meter work orders in Cityworks, ServiceLink, and/or UMAX for residential(small), and fire detector water meters. Works closely with a Meter Technician III for commercial and industrial meter work orders (large meters up to two (2) inches).

Conducts field tests, repairs, inspects, removes, and maintains meters for leaks, tampering, defects, damages, and unauthorized connections.

Troubleshoots, installs, programs, and replaces ERTS (Encoder Receiver Transmitter) using electronic devices.

Drives mobile collector for the related cycle following a route to collect automated reads and collects manual reads using Itron mobile application on an electronic device to ensure timely billing of accounts.

Operates and uses a variety of powered and unpowered equipment.

Understands and uses electronic device functionality while completing daily tasks.

Learns to operate\ valves to repair or replace large/commercial meters and to complete turn-ons and turn-offs for customer requests and for delinquent accounts.

Disconnects and reconnects customer's water service.

Troubleshoots via various electronic devices for automated connections; reads multi-dial meters to obtain water consumption totals; verifies, updates, and uploads data into the UMAX (Billing System) system.

Loosens, removes, and replaces meter covers. Learns to enter vaults using established safety protocols.

Cleans out flooded and buried meter vaults using a hand pump, an electric pump, and/or a 2-inch gas pump.

Learns how to remove Automated Reading Billing (ARB) meters from the interior of properties.

Learns to replace broken yoke assemblies inside the meter vault.

Learns how to conduct flow/bench tests.

Carries out all established safety procedures and confined space protocols when working and entering meter vaults, including the required use of all PPE (Personal Protective Equipment).

Must analyze worksites for hazardous conditions and set up proper protective barriers near vehicular traffic and at permit-required worksites.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic computer skills necessary to operate electronic devices.

Knowledge of tools, materials, and equipment used in the installation, maintenance, and repair of water meters.

Knowledge of meter reading and meter register dials.

Knowledge of the Fixed Network components including Centum Cubic Feet (CFFs)s, collectors, and repeaters.

Knowledge of ERT and functionality and mitigation techniques.

Knowledge of industry safety practices and procedures.

Knowledge of radio frequency mitigation techniques.

Knowledge of meter reading hardware functionality.

Ability to learn how to operate a water meter test bench and related equipment.

Ability to communicate effectively with customers and co-workers.

Ability to read schedules, routes, street maps, names, and addresses and to locate addresses in assigned areas of Baltimore City and County.

Ability to follow directions and instructions.

Ability to operate a handheld or mobile device to read, retrieve, enter, and upload data.

Ability to learn how to operate water meter valves.

Ability to walk and stand for prolonged periods and perform repetitive bending and stooping.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate. Must have completed one year as an Utility Meter Technician I or have two years of relevant experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit are required. Must be 21 years of age. Provisional licenses are prohibited.

NOTE: Encoder Receiver Transmitter (ERT) - ENDPOINT: Itron radio device that encodes consumption data and transmits the data in CCU at a predetermined interval. Endpoints provide consumption, interval, leak (water), and tamper data. Two-way functionality for 100 series water endpoints includes the ability to collect on-demand consumption and interval data.

ADOPTED: July 27, 2016

REVISED: June 5, 2023 (MQ chabge)

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN III

34314

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility, Collection Group

I. CLASS DEFINITION

A Utility Meter Technician III performs a variety of routine manual labor regarding water meter activity for residential, commercial, and industrial properties. The work of this class may involve leading other Utility Meter Technicians but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, overtime may be required in emergencies. This is a high-volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs, and vermin and may be exposed to irate or hostile citizens. Work is occasionally performed in confined spaces such as meter vaults. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician I and II in that it is the Senior Level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads a work crew performing a variety of water meter activities for residential, commercial, and industrial customers; assigns the work of Utility Meter Technicians on assigned routes and teams and monitors the daily completion of assigned work orders and service requests.

Assists with training new employees.

Completes and closes out the assigned meter service requests and meter work orders in Cityworks, ServiceLink, and/or UMAX for residential(small), commercial, industrial and fire detector water meters (large up to two (2) inches)

Conducts field tests, repairs, inspects, removes, and maintains meters for leaks, tampering, defects, damages, and unauthorized connections.

Troubleshoots, installs, programs, and replaces ERTS (Encoder Receiver Transmitter) using electronic devices.

Drives mobile collector for the related cycle following a route to collect automated reads and collects manual reads using Itron mobile application on an electronic device to ensure timely billing of accounts.

Operates and uses a variety of powered and unpowered equipment.

Understands and uses electronic device functionality while completing daily tasks.

Operates valves to repair or replace large/commercial meters and to complete turn-ons and turn-offs for customer requests and for delinquent accounts.

Disconnects and reconnects customer's water service.

Troubleshoots via various electronic devices for automated connections; reads multi-dial meters to obtain water consumption totals; verifies, updates, and uploads data into the billing system.

Loosens, removes, and replaces meter covers; may enter meter vaults using established safety protocols.

Cleans out flooded and buried meter vaults using a hand pump, an electric pump, and/or a 2-inch gas pump.

Makes repairs and installs cut cabling.

Removes Automated Reading Billing (ARB) meters from the interior of properties.

Replaces broken yoke assemblies inside the meter vault.

Conducts flow/bench tests.

Carries out all established safety procedures and confined space protocols when working and entering meter vaults, including the required use of all PPE (Personal Protective Equipment).

Must analyze worksites for hazardous conditions and set up proper protective barriers near vehicular traffic and at permit-required worksites.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to assign and review the work of others.

Knowledge of basic computer skills necessary to operate electronic devices.

Knowledge of tools, materials, and equipment used in the installation, maintenance, and repair of water meters.

Knowledge of meter reading and meter register dials.

Knowledge of the Fixed Network components including Centum Cubic Feet (CFFs)s, collectors, and repeaters.

Knowledge of ERT and functionality and mitigation techniques.

Knowledge of industry safety practices and procedures.

Knowledge of radio frequency mitigation techniques.

Knowledge of meter reading hardware functionality.

Ability to operate a water meter test bench and related equipment.

Ability to communicate effectively with customers and co-workers.

Ability to read schedules, routes, street maps, names, and addresses and to locate addresses in assigned areas of Baltimore City and County.

Ability to follow directions and instructions.

Ability to operate a handheld or mobile device to read, retrieve, enter, and upload data.

Ability to operate water meter valves.

Ability to walk and stand for prolonged periods and perform repetitive bending and stooping.

Performs other work as required.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in reading water meters.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit are required. Must be 21 years of age.
Provisional licenses are prohibited.

NOTE: Encoder Receiver Transmitter (ERT) - ENDPOINT: Itron radio device that encodes consumption data and transmits the data in CCU at a predetermined interval. Endpoints provide consumption, interval, leak (water), and tamper data. Two-way functionality for 100 series water endpoints includes the ability to collect on-demand consumption and interval data.

ADOPTED: July 27, 2016

REVISED: June 5, 2023 (MQ change)

UTILITY METER READER SUPERVISOR

34315

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Reader Supervisor oversees the activities of subordinates engaged in obtaining water consumption readings from meters for residential or commercial or industrial consumers in an assigned sector. Work of this class involves supervising meter readers.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. Work is performed outdoors where incumbents are exposed to inclement weather. Work requires minimal physical exertion; however, there may be periods of prolonged standing or walking.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Schedules and coordinates the reading of meters for residential, commercial or industrial consumers in an assigned sector.

Maintains records of meter reading activities, to insure compliance with schedules.

Resolves consumer complaints of high water bills by scheduling special inspections.

Reviews and modifies routing assignments to maximize staff utilization and increase the number of meters read.

Resolves problems in the field such as high water bills, consumer complaints against meter readers or inaccessibility of meters.

Oversees the training of new employees.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods and tools used in meter reading work.

Knowledge of safety practices and procedures.

Ability to plan and schedule meter reading work.

Ability to maintain records and write reports.

Ability to deal effectively with a wide variety of people.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and four years of experience in reading water meters including two years of such lead responsibilities as assigning, reviewing and approving the work of others.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit required.

ADOPTED: September 18, 1979

REVISED: July 30, 1981
October 1, 1984
June 16, 1995 (title changed)
November 1, 1999 (license changed)
December 23, 2009 (title changed)

Baltimore City Department of Human Resources

UTILITY METER READER SUPERINTENDENT I

34316

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Reader Superintendent I supervises and coordinates the daily operation of the water meter reading program. Work of this class involves directing the activities of meter reading and inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work required minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Reader Superintendent II in that it does not involve full responsibility for planning and directing the meter reading program.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises and coordinates daily meter reading activities within the sectors.

Reviews records of meter reading activities and makes corrective recommendations.

Requisitions materials, equipment and supplies.

Oversees vehicle preventive maintenance activities.

Resolves problems in the field such as high water bills, consumer complaints against meter readers or inaccessibility of meters.

Trains new employees.

Maintains records and writes reports.

May assume the duties of Utility Meter Reader Superintendent II in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of meter reading practices, policies and procedures.

Ability to supervise and coordinate meter reading activities.

Ability to oversee preventive maintenance activities.

Ability to resolve problems and complaints from citizens.

Ability to maintain records and write reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in water meter reading work including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 18, 1979

REVISED: July 30, 1981
October 1, 1984
June 16, 1995 (title changed)
November 1, 1999 (license changed)

Baltimore City Department of Human Resources

UTILITY METER READER SUPERINTENDENT II

34317

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Reader Superintendent II plans, coordinates and directs the water meter reading program. Work of this class involves directing the activities of meter reading, customer service, inspection and office support work unit.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Reader Superintendent I in that it involves responsibility for directing the meter reading program.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Through subordinate supervisors, supervises and coordinates water meter reading activities.

Plans, implements and maintains schedules for the quarterly reading and billing of metered accounts.

Oversees the collection of monies of suspension of water supply service for delinquent accounts.

Supervises the incorporating and routing of new accounts into the system.

Resolves problems and complaints from consumers, city and county offices and others concerning high water bills, personnel and related matters.

Directs the requisitioning of vehicles, uniforms, equipment and tools.

Effectively recommends the hiring, firing, suspending, promoting and demoting employees.

Writes correspondence and reports.

Recommends changes in departmental policies and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of meter reading practices, policies and procedures.

Ability to plan, schedule and coordinate meter reading activities.

Ability to resolve problems and complaints from citizens.

Ability to write correspondence and reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate's degree from an accredited college or university and five years of experience in water meter reading work including three years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing, and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 18, 1979

REVISED: July 30, 1981
October 1, 1984
February 28, 1994
June 16, 1995 (title changed)
November 1, 1999 (license changed)

Baltimore City Department of Human Resources

UTILITY METER FIELD OPERATIONS MANAGER

34318

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Field Operations Manager oversees field operations involving water meter maintenance, installation and measurement. The work of this class involves directing the activities of water meter reading, water meter inspection, installation, maintenance, store keeping and distribution work units.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek, subject to 24-hour callback as required for emergencies. Work is performed in an office where working conditions are normal; however, incumbents are on-site of water back-ups and stoppages due to water meter malfunctions where there may be exposure to inclement weather, extremes of heat and cold, odors or traffic. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency).

Plans, coordinates and directs daily operational activities of the Meter Reading, Meter Installation and Inventory units of the Division of Revenue Measurement and Billing in the Department of Public Works, Bureau of Water and Waste Water; supervises, through subordinate supervisors, the work of employees engaged in reading water meters to obtain volume of water consumed by residential, commercial and industrial users; installing, inspecting, testing and repairing metered water systems; and receiving, storing and distributing water meters and related equipment, materials and supplies.

Directs supervisory personnel and participates in personnel activities including the training and disciplining of employees and the evaluation of employees' work performance; recommends the hiring and firing of employees.

Through subordinate third level supervisors, plans and coordinates the work schedules and project assignments of multiple crews, assigns personnel between crews as necessary; determines required employee overtime and authorizes as needed; schedules and oversees call-back procedures for emergencies.

Analyzes and evaluates operational processes to ensure that quality standards are established and met and that field services are performed in a cost-effective manner; identifies problem areas, recommends and oversees the implementation of solutions.

With Division Chief, identifies operational areas suitable for automation; researches impact and means of integrating automation throughout the division; recommends and justifies automation of operational processes; surveys vendors to develop, install or maintain automated systems; oversees installation, integration and implementation of automated systems; oversees system operations and remains abreast of technological advances; recommends implementation of adjustments and enhancements.

Plans, develops and directs the implementation of policies and procedures for the procurement, requisition, storage, inventory and distribution of utility meter equipment, materials and supplies; oversees the development and implementation of inventory security and control policies and procedures; serves as liaison with the Department of Audits to ensure accuracy of records and compliance with accounting standards, practices and procedures.

Oversees and participates in the assessment of inventory level requirements, development of a database system to ensure required inventory levels, and procurement of utility meter equipment, supplies and materials required to perform water meter maintenance, installation and measurement functions.

Responds to complaints regarding constituent problems related to water meters; investigates, assigns staff to correct problem and follows through to ensure resolution.

Monitors field operation budget expenditures; assesses operational needs, projects budgetary expenditures, requests and justifies additional expenditures and savings.

Conducts studies, analyzes and prepares reports to account for, justify and recommend changes to field operations activity.

Assumes the duties of chief in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of business analysis and management.

Knowledge of the method and practices required to install and maintain an inventory control operation.

Knowledge of security operations and procedures.

Knowledge of database technology and its application to business management.

Knowledge of procurement practices and methodology.

Skill in investigating and resolving constituent complaints.

Ability to analyze operational data and recommend more efficient and cost-effective alternatives.

Ability to develop and implement administrative and operational policies and procedures.

Ability to utilize relational databases and evaluate operational applications.

Ability to schedule and coordinate the work of others.

Ability to establish and maintain effective working relationships with others.

Ability to effectively communicate orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in business management, engineering technology, public administration, computer science or a related field and four years of experience in water or wastewater distribution, collection, treatment, pumping maintenance or operations, or water meter installation and repair OR in inventory control, information systems, public administration or business management including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies – Additional experience in the above fields may be substituted on a year for year basis for the college or university education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: September 18, 1979 (title changed)
January 21, 1981 (title changed)
February 24, 1982
October 5, 1983
April 28, 2004 (title changed)
August 6, 2004

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN SUPERVISOR

34319

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Technician Supervisor oversees the activities of subordinates engaged in the reading, repair and maintenance of water meters and the resolution of a variety of metered water customer service requests. Work of this class involves supervising utility meter technicians.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. Work is performed outdoors where incumbents are exposed to inclement weather. Work requires minimal physical exertion; however, there may be periods of prolonged standing or walking.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the daily activities of a utility meter operations work unit engaged in repair, replacement, inspection and a variety of other water meter service activities.

Schedules, directs and reviews work; evaluates staff performances; investigates misconduct; disciplines and issues reprimands and warnings; approves leave requests and recommends the hiring, firing and promotion of staff.

Oversees preventive maintenance on vehicles and equipment.

Ensures compliance with industry safety regulations including confined space entry.

Resolves consumer complaints of high water bills by scheduling special inspections.

Reviews and modifies routing assignments to maximize staff utilization and increase the number of meters read.

Works collaboratively with the Billing Supervisor for meeting issues that affect billing and escalations.

Oversees the training of new employees.

Conducts one on one meeting with each technician at least once a month to go over performance, training needs and attendance.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials and equipment used in the installation, maintenance and repair of water meters.

Knowledge of industry safety practices and procedures.

Ability to plan and schedule utility meter maintenance activities.

Ability to complete forms and reports.

Ability to perform arithmetic computations.

Ability to operate a personal computer, laptop, tablet and mobile devices.

Ability to operate water meter valves.

Ability to communicate effectively with consumers and others.

Ability to evaluate the performance of, discipline and recommend the hiring, firing and promotion of staff.

Ability to walk and stand for prolonged periods.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and four years of experience in the installation, maintenance and repair of water meters including two years of such lead responsibilities as assigning, reviewing and approving the work of others.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

NOTE: A valid Maryland Water Operator certification may be substituted for 2 years of the required experience but may not be substituted for the two years of lead work experience.

NOTE: Employees may be required to provide own transportation to various locations to perform job functions.

ADOPTED: July 27, 2016

REVISED: June 5, 2023

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN SUPERINTENDENT I

34320

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Technician Superintendent I supervises and coordinates the daily operation of the water meter maintenance program. Work of this class involves directing the activities of meter technicians and inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work required minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician Superintendent II in that it does not involve full responsibility for planning and directing the meter maintenance program.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises and coordinates daily meter maintenance activities within the sectors.

Reviews records of meter maintenance activities and makes corrective recommendations.

Requisitions materials, equipment and supplies.

Oversees vehicle preventive maintenance activities.

Resolves problems in the field such as high water bills, consumer complaints against meter technicians or inaccessibility of meters.

Trains new employees.

Maintains records and writes reports.

May assume the duties of Utility Meter Technician Superintendent II in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials, and equipment used in the installation, maintenance, and repair of water meters.

Knowledge of industry safety practices and procedures.

Ability to supervise and coordinate utility meter maintenance activities.

Ability to oversee preventive maintenance activities.

Ability to effectively communicate and resolve problems and complaints from citizens.

Ability to maintain records and write correspondence and reports.

Ability to perform arithmetic computations.

Ability to operate a personal computer, laptop, tablet and mobile devices.

Ability to evaluate the performance of, discipline and recommend the hiring and firing and promotion of staff.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in water meter maintenance work including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 2016

Baltimore City Department of Human Resources

WATER SERVICE REPRESENTATIVE

34321

Administrative Division
Fiscal, Economics and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Water Service Representative visits properties in Baltimore City and surrounding counties with delinquent water service accounts to receive payment or terminate water service at owner-occupied properties. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some overtime and callback may be required. Work is performed outdoors where incumbents are exposed to inclement weather. Work requires moderate physical exertion including some prolonged standing and walking, bending, stooping, kneeling and lifting.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Visits properties in Baltimore City and surrounding counties with delinquent water service accounts.

Receives payment for metered water charges or terminates water service at owner-occupied properties

Renews water service after delinquent water service accounts have been paid.

Gathers information and completes forms at tenant-occupied property and forwards information to the Collection Division for tax sale procedures.

Terminates water service at a specified property upon request.

May operate machinery which automatically inserts and stamps metered water bills.

May transport metered water bills to the Post Office.

May perform the duties of a Meter Reader I when required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and function of water meters.

Knowledge of the meter reading procedures and policies.

Knowledge of street locations in Baltimore City and surrounding counties.

Ability to complete simple forms.

Ability to deal tactfully with the public.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in customer service work.

Equivalencies - Six months of experience in terminating and renewing utility service may be substituted for each year of the high school or GED requirement. One year of college may be substituted for six months of the experience requirement for up to one year of the required experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1983

REVISED: September 2, 1983
July 27, 1994
April 1, 1997 (licensed changed)

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN SUPERINTENDENT II

34322

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collection Group

I. CLASS DEFINITION

A Utility Meter Technician Superintendent II plans, coordinates and directs the water meter maintenance program. Work of this class involves directing the activities of meter technician, customer service, inspection and office support work unit.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where there are few uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician Superintendent I in that it involves responsibility for directing the meter maintenance program.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Through subordinate supervisors, supervises and coordinates water meter maintenance activities.

Plans, implements and maintains schedules for the quarterly reading and billing of metered accounts.

Monitors the collection of monies of suspension of water supply service for delinquent accounts.

Supervises the incorporating and routing of new accounts into the system.

Resolves problems and complaints from consumers, city and county offices and others concerning high water bills, personnel and related matters.

Directs the requisitioning of vehicles, uniforms, equipment and tools.

Effectively recommends the hiring, firing, suspending, promoting and demoting employees.

Writes correspondence and reports.

Recommends changes in departmental policies and procedures.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials, and equipment used in the installation, maintenance and repair of water meters.

Knowledge of industry safety practices and procedures.

Ability to plan, schedule and coordinate utility meter maintenance activities.

Ability to effectively communicate and resolve problems and complaints from citizens.

Ability to write correspondence and reports.

Ability to perform arithmetic computations.

Ability to operate a personal computer, laptop, tablet and mobile devices.

Ability to evaluate the performance of, discipline and recommend the hiring, firing, and promotion of staff.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate's degree from an accredited college or university and five years of experience in water meter maintenance work including three years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing, and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 27, 2016

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN I DPW

34323

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility Collections Group

I. CLASS DEFINITION

A Utility Meter Technician I DPW learn and performs a variety of routine manual labor regarding water distribution activities for residential properties. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; overtime may be required in emergencies. This is a high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician II and III in that it is the trainee level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Learns to complete service orders including disconnects and reconnects; install meters, remove and inspect meters for leaks and tampering, check meter orders, and verify meter information.

Learns to repair, install, maintain, and test water meters, meter vaults and lids, including bench and field tests; pull and inspect meters for defects, damages and unauthorized connections.

Learns to troubleshoot, install and program meter transmitters.

Learn how to clean out flooded and buried meter vaults using hand or electric pump.

Drives mobile collector to related cycle following route to collect reads.

Learns to program, install and provide maintenance for meter transmitters, and verify transmitters are programmed correctly and communicating.

Learns to install and provide maintenance of network hardware.

Learns to investigate poor performing equipment using established procedures.

Operates and uses a variety of powered and unpowered equipment.

Learns to troubleshoot, verify and update meter information and upload data into automated system.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic computer skills necessary to operate handheld and or mobile devices.

Ability to learn how to use tools, materials, and equipment used in the installation, maintenance and repair of water meters and associated equipment.

Ability to learn and demonstrate industry safety practices and procedures.

Ability to read schedules, routes street maps, names and addresses and to locate addresses in assigned geographic area.

Ability to learn meter operation procedures.

Ability to learn how to complete forms and reports.

Ability to perform arithmetic computations.

Ability to follow directives and instructions.

Ability to communicate effectively and professionally with consumers and others.

Ability to walk and stand for prolonged periods.

Ability to perform repetitive bending and stooping.

Ability to learn and demonstrate knowledge of the metering equipment and Fixed Network components.

Ability to demonstrate knowledge of meter hardware functionality.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN III DPW

34324

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility, Collection Group

I. CLASS DEFINITION

A Utility Meter Technician III performs water reading, maintenance, repair, testing, and a variety of other water service activities. The work of this class may lead other Utility Technicians, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, overtime may be required in emergencies. This is high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work is occasionally performed in confined spaces such as meter vaults. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician I and II in that it is the Senior Level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

May lead a work crew performing a variety of water distribution activities; assigns and reviews the work of subordinate Utility Meter Technicians on assigned route and team.

Trains new employees.

Drives mobile collector to collect meter reads.

Troubleshoots, installs and programs meter transmitters.

Operates and uses a variety of powered and unpowered equipment.

Operates valves to repair or replace large/commercial meters and to complete turn-offs for delinquent accounts.

Completes service orders including disconnects and reconnects.

Calibrates, repairs, installs, maintains and tests water meters; conducts flow tests, bench and field tests; removes and inspects meters for leaks, tampering, defects, damages and unauthorized connections.

Completes and closes out large meter work orders.

Troubleshoots automated connections; reads meters to obtain water consumption totals; uploads data into automated system.

Loosens and removes meter covers; may enter meter vaults using established confined space protocols.

Repairs installations and cabling.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials, and equipment used in the installation, maintenance and repair of water meters and associate equipment.

Knowledge of industry safety practices and procedures.

Knowledge of radio frequency mitigation techniques.

Knowledge of meter reading hardware functionality.

Ability to operate a water meter test bench and related equipment.

Ability to assign and review the work of others.

Ability to communicate effectively with consumers and others.

Ability to perform arithmetic computations.

Ability to read schedules, routes, street maps, names and addresses and to locate addresses in assigned geographic area.

Ability to follow directions and instructions.

Ability to operate a handheld or mobile device to read, retrieve, enter and upload data.

Ability to operate water meter valves.

Ability to walk and stand for prolonged periods

Ability to perform repetitive bending and stooping.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate. Must have completed 2 years as a Meter Technician or three years of relevant experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit is required.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

UTILITY METER TECHNICIAN IV DPW

34325

Administrative Division
Fiscal, Economic and
Statistical Branch
Utility, Collection Group

I. CLASS DEFINITION

A Utility Meter Technician IV DPW performs water reading, maintenance, repair, testing, and a variety of other water service activities. The work of this class may involve leading other Utility Technicians, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, overtime may be required in emergencies. This is high volume, production work environment. Work is performed outdoors where incumbents are regularly exposed to extremes of weather, dust, dirt, dogs and vermin and may be exposed to irate or hostile citizens. Work is occasionally performed in confined spaces such as meter vaults. Work requires periods of prolonged walking and standing and repetitive bending and stooping to loosen and lift water meter vaults.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Utility Meter Technician I, II and III in that it is the Lead Level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads a work crew performing a variety of water distribution activities; assigns and reviews the work of subordinate Utility Meter Technicians on assigned route and team.

Trains new employees.

Drives mobile collector to collect meter reads.

Troubleshoots, installs and programs meter transmitters.

Operates and uses a variety of powered and unpowered equipment.

Operates valves to repair or replace large/commercial meters and to complete turn-offs for delinquent accounts.

Completes service orders including disconnects and reconnects.

Calibrates, repairs, installs, maintains and tests water meters; conducts flow tests, bench and field tests; removes and inspects meters for leaks, tampering, defects, damages and unauthorized connections.

Completes and closes out large meter work orders.

Troubleshoots automated connections; reads meters to obtain water consumption totals; uploads data into automated system.

Loosens and removes meter covers; may enter meter vaults using established confined space protocols.

Repairs installations and cabling.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of tools, materials, and equipment used in the installation, maintenance and repair of water meters and associate equipment.

Knowledge of industry safety practices and procedures.

Knowledge of radio frequency mitigation techniques.

Knowledge of meter reading hardware functionality.

Ability to operate a water meter test bench and related equipment.

Ability to assign and review the work of others.

Ability to communicate effectively with consumers and others.

Ability to perform arithmetic computations.

Ability to read schedules, routes, street maps, names and addresses and to locate addresses in assigned geographic area.

Ability to follow directions and instructions.
Ability to operate a handheld or mobile device to read, retrieve, enter and upload data.

Ability to operate water meter valves.

Ability to walk and stand for prolonged periods

Ability to perform repetitive bending and stooping.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in reading water meters.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

FISCAL TECHNICIAN

34421

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Fiscal Technician performs a variety of budgetary, fiscal and calculation and analysis duties in a City organization. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Collects and compiles budget data; assembles budget forms and records data on forms; projects and recommends budget expenditures; prepares budget program and other narrative statements; reviews budget data and prepares reports for superiors.

Monitors budget expenditures during the fiscal year to ensure compliance with budget limitations; collects data on expenditures, projects budget expenditure trends and deficits and prepares reports; identifies incorrect procedures and charges resulting in budget deficits; makes recommendations to eliminate deficits.

Prepares grant applications for funding of programs and prepares reports of grant expenditures; prepares cost analyses on new programs.

Maintains unit production records and related files; compiles statistical reports as required.

Plans, develops and recommends new fiscal procedures.

Acts as a liaison between units in a City government organization providing guidance in the management of financial operations and assuring compliance with budgetary limitations and restraints and fiscal procedures.

Performs complex mathematical calculations to determine salaries, adjustments and deductions.

Attends and participates in meetings involving such financial matters as budget expenditures, material and equipment purchases, office rentals and energy conservation.

May reconcile and maintain payroll files, records, ledgers and journals.

Reviews, verifies and approves purchase orders, requisitions, personnel action requests and other forms for sufficient funding.

Prepares correspondence and financial reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of budgetary and fiscal analysis.

Knowledge of standard payroll practices, systems, terminology and procedures.

Skill in performing complex mathematical calculations with speed and accuracy.

Ability to compile, collect, assemble and verify budgetary data.

Ability to prepare, control, maintain and reconcile complex records and to compile and prepare statistical reports.

Ability to prepare reports on budgetary expenditures.

Ability to develop and recommend fiscal procedures.

Ability to work effectively in a production environment under strict deadlines.

Ability to organize and assemble budgets.

Ability to speak and write effectively.

Ability to deal effectively with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in performing budgetary, fiscal or accounting work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 15, 1982

REVISED: August 23, 1984
May 8, 2007

Baltimore City Department of Human Resources

FISCAL OFFICER

34424

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Fiscal Officer coordinates and manages the fiscal activities and operations for a city government agency. Work of this class involves no supervisory duties or responsibilities, but will involve lead responsibilities such as assigning and reviewing the work of office personnel engaged in fiscal and administrative activities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and directs the fiscal functions of a city government agency including the development and implementation of new budgetary and fiscal procedures and policies.

Performs budget analysis of operations for guidance of management by reviewing and reporting on expenditures.

Directs the work of staff engaged in fiscal and administrative activities by assigning and reviewing their work; ensures staff is properly trained on fiscal procedures and processes.

Compiles data and prepares agency fiscal budget; monitors and approves budget expenditures.

Prepares cash flow projections and determines budgetary impacts; makes recommendations to senior management staff.

May exercise control over grant funds allotted to agency; audits expenditures for compliance with grant terms; arranges for audit of agency or program accounts by grantors.

Prepares and verifies a variety of fiscal forms and reports for submission to the Federal and State governments;

Interprets financial policies and procedures for executive level staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fiscal and budgetary principles and practices.

Ability to develop budgetary and administrative procedures.

Ability to speak and write effectively.

Ability to establish fiscal procedures and forms.

Ability to establish and maintain effective working relationships with associates, officials and others.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in performing budgetary, fiscal or accounting work at a professional level.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 31, 2017

Baltimore City Department of Human Resources

FISCAL SUPERVISOR

34425

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Fiscal Supervisor supervises a group of employees in performing accounting and financial work. Work of this class involves supervising administrative, accounting, fiscal and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of a staff engaged in fiscal activities; assigns and reviews work; evaluates work performance; disciplines employees as necessary.

Compiles data for and assembles budgets; monitors and approves budget expenditures.

Prepares cash flow projections.

Exercises control over funds allotted to service agency under program contracts and audits expenditures for compliance with contract terms; arranges for audit of agency or program accounts by grantors.

Oversees the preparation, verification and documentation of fiscal forms and reports for submission to the Federal and State governments; completes fiscal forms and writes reports for submission to the Federal and State governments.

Designs fiscal forms and reporting procedures to provide improved methods of obtaining Federal and State funds.

Interprets financial policies and procedures for staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fiscal and budgetary principles and practices.

Ability to develop budgetary and administrative procedures.

Ability to speak and write effectively.

Ability to establish fiscal procedures and forms.

Ability to establish and maintain effective working relationships with associates, officials and others.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in performing budgetary, fiscal or accounting work at a professional level.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, l965

REVISED: May 19, l966
November 28, l973
April 4, l977
April 2, 1981 (title changed)
August 19, 1981 (title changed)
December 7, l982 (title changed)
February 27, l986
August 29, 2001

Baltimore City Department of Human Resources

CHIEF OF FISCAL SERVICES I

34426

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Chief of Fiscal Services I directs and administers a financial and accounting system for a city agency. Work involves supervising administrative, accounting, fiscal and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Chief of Fiscal Services II in that it involves directing the preparation and monitoring of a budget consisting of a limited number of programs and accounts and the operation of an accounting and financial system of a limited complexity.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the development and preparation of an agency budget; prepares and submits budget recommendations.

Oversees the monitoring and approving of expenditures; prepares expenditure status reports for use in program administration, planning, budgeting and evaluation.

Directs the development, implementation and operation of agency accounting, procurement, disbursement and payroll systems.

Monitors and exercises control over the expenditures of grant funded agencies; advises grant agencies on financial forms, procedures and operations.

Oversees and participates in the design and preparation of fiscal forms and procedures.

Supervises a staff of accounting, fiscal, administrative and office support personnel.

Prepares financial reports for submission to the state and federal government; arranges for and participates in city, state and federal audits.

Administers specialized financial programs and operations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fiscal and budgetary principles and practices.

Knowledge of the principles and practices of administration.

Ability to develop budgetary and administrative procedures.

Ability to plan and organize financial activities.

Ability to conduct fiscal and budgetary studies.

Ability to speak and write effectively.

Ability to establish fiscal procedures and forms.

Ability to establish and maintain effective working relationships with associates, officials and others.

Administrative ability.

. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and four years of experience in performing budgetary, fiscal or accounting work including one year of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - A master's degree from an accredited college or university may be substituted for one year of the non-supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 19, 1981

REVISED: December 20, 1982 (title changed)
August 23, 1984
February 27, 1986
December 3, 1996

Baltimore City Department of Human Resources

CHIEF OF FISCAL SERVICES II

34427

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Chief of Fiscal Services II directs and administers a complex financial and accounting system for a city agency. Work involves directing the activities of accounting and fiscal work units.

Incumbents receive managerial direction from an administrative superior. Incumbents in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Chief of Fiscal Services I in that it involves directing the preparation and monitoring of an agency budget with a variety of programs and accounts and the operation of a complex accounting and financial system.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the development, installation and maintenance of financial controls and procedures of a major city agency.

Directs the development and preparation of an agency budget.

Recommends and defends budget expenditures.

Exercises control over agency expenditures and directs the preparation of expenditure status reports for use in program administration, planning, budgeting and evaluation.

Develops and directs the operation of agency accounting, procurement, disbursement and payroll systems.

Oversees the monitoring of grant funds and makes recommendations on grant expenditures.

Studies and reviews capital project construction estimates for budgetary effect.

Oversees the design and preparation fiscal forms and procedures.

Through subordinate supervisors, directs accounting, fiscal, administrative and office support personnel; interprets financial policies and procedures for staff.

Directs the preparation of financial reports for submission to the state and federal government; arranges for and participates in city, state and federal audits.

Reviews legislation to determine its fiscal impact on agency operations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fiscal and budgetary principles and practices.

Knowledge of the principles and practices of administration.

Ability to develop budgetary and administrative procedures.

Ability to speak and write effectively.

Ability to establish fiscal procedures and forms.

Ability to establish and maintain effective working relationships with associates, officials and others.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in performing budgetary, fiscal or accounting work including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - A master's degree from an accredited college or university may be substituted for one year of the non-supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 19, 1981

REVISED: December 20, 1982 (title changed)
August 23, 1984
February 27, 1986
December 3, 1996

Baltimore City Department of Human Resources

TREASURY ASSISTANT

34439

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Treasury Assistant performs a wide variety of fiscal and investment work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Bureau of Treasury Management of the Department of Finance, collects and compiles quotes from investment dealers and banks.

Analyzes actual and estimated daily receipts and disbursements to determine amount of unencumbered cash available for investment.

Prepares daily cash balance report by entering cash receipts and disbursements into appropriate accounting files and records; maintains accounting records, transaction sheets, daily receipts and disbursement reports.

Performs required computations on investment transactions and posts to City records.

Prepares receipts and disbursements on investment portfolio and submits to the Bureau of Accounting Operations.

Maintains computerized earnings, cash and maturity files of the City's investment portfolio.

Prepares daily bank collateral report and sends wire transfers of monies to various banks.

Coordinates settlements with banks and dealers on investment trades and provides instructions on the clearing and delivery of investments.

Maintains the City's portfolio of investments and computes yields and gains generated by each trade and coordinates information concerning the settlement of trades with Safekeeping bank.

Values collateral held in conjunction with Repurchase Agreements.

Receives, deposits, reconciles and posts interest payments on mortgage-backed and variable rate securities.

Prepares monthly computer reports on investment portfolio and summary of disbursements and receipts for the Chief, Bureau of Treasury Management.

Reconciles the City's Disbursing, Bid Deposit Refund and Funded Debit Accounts monthly and confirms all balances with the Department of Audits.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of fiscal and investment processing and fixed income products.

Skill in operating a personal computer to prepare fiscal, accounting and statistical reports and spreadsheets.

Ability to comprehend and evaluate financial and economic statements, reports and analyses.

Ability to compile, verify and analyze investment portfolio data.

Ability to research and reconcile various fiscal and investment accounts.

Ability to prepare detailed fiscal and investment reports.

Ability to organize and assemble portfolio files and records.

Ability to speak and write effectively.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in performing fiscal, accounting or investment work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 29, 1989

REVISED: February 26, 1997

Baltimore City Department of Human Resources

TREASURY TECHNICIAN

34441

Administrative Division
Fiscal, Economics and
Statistical Branch
Fiscal Management Group

I. CLASS DEFINITION

A Treasury Technician analyzes and makes recommendations on requests to Baltimore City government for tax-exempt financing of development projects in the City. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there is no exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

As part of the staff of the Bureau of Treasury Management, represents the City government and participates in negotiations and meetings with developers, bond underwriters, bond counselors and others in connection with transactions involving economic development in Baltimore City.

Devises and develops financing programs and proposals to meet specific project requirements and minimize risk to the City; determines sources of financing for projects.

Analyzes, reviews and makes recommendations on financial aid proposals.

Prepares recommendations on legal documents incorporating financial proposals.

Reviews applications and analyzes financial statements for Maryland Industrial Department Financing Authority Loans and Industrial Development Revenue issues.

Records financial transactions; recommends proper adjustments to the records and prepares financial reports from said records.

Maintains working relationship with underwriters and bond counselors on revenue bond issues in preparing official statements, trust agreements and ordinances.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of financial administration.

Ability to use the principles and practices of financial administration and management and business law.

Ability to prepare financial reports and statements.

Ability to establish and maintain effective working relationships with developers, bond underwriters and associates.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in municipal fiscal administration or financial institutions working with investments or debt administration.

Equivalencies - A master's degree in finance may be substituted for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 17, 1979

REVISED: May 12, 1982 (title changed)
February 16, 1984
November 15, 1995 (mq changed)
September 1, 2008
January 6, 2009 (mq changed)

Baltimore City Department of Human Resources

RESEARCH ANALYST I

34511

Administrative Division
Fiscal, Economics and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

A Research Analyst I, with continuous work review, analyzes data and statistics in a City agency. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Research Analyst II in that it involves research analysis of a limited nature requiring close supervision. Occasionally, employees in this class of Research Analyst I will have an opportunity to perform a full range of research duties without close supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Under supervision, collects, compiles, verifies and reviews data and statistics on City agency programs for use in proposals, presentations and recommendations.

With others, prepares reports, charts, graphs, statistical tabulations, ordinances, grant applications and other documents using various data and statistics.

Participates in studies, surveys and research projects and recommends data collection procedures and forms, survey methodology and sampling criteria.

Answers the inquiries of and corresponds with the public and various officials and groups.

Attends and participates in meetings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic research techniques and methodology.

Knowledge of English usage, grammar and writing techniques.

Ability to collect, compile, verify and review data and statistics.

Ability to prepare data and statistical reports.

Ability to speak and write effectively.

Ability to deal with others effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university, preferably with a course in quantitative methods or research methods, and one year of experience in collecting, compiling and interpreting data.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: May 7, 1969

REVISED: March 29, 1972
October 20, 1980
September 1, 1982 (title changed)
August 12, 1983

Baltimore City Department of Human Resources

RESEARCH ANALYST II

34512

Administrative Division
Fiscal, Economics and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

A Research Analyst II organizes and analyzes data of international, national and local intelligence and statistics into actionable data in a City agency. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Positions in this class that are assigned to the Baltimore City Police Department, work a rotating shift, to include evening, weekend and holidays. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Research Analyst I in that it involves a full range of research duties and analysis requiring a considerable amount of independent analytical thinking.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Collects, compiles, verifies, analyzes, interprets and reviews data and statistics on City agency programs for use in proposals, presentations and recommendations.

Prepares detailed_reports, charts, graphs, timelines of events, statistical tabulations, ordinances, grant applications and other documents using various data and statistics.

Evaluates software programs to determine their effectiveness and recommends their acquisition.

Advises agency staff on the preparation of reports, ordinances, grant applications and other documents; interprets data and statistics for staff.

Conducts studies, surveys and research projects and develops data collection procedures and forms, survey methodology, sampling criteria and data analysis techniques.

Collects, organizes, evaluates and analyzes data from a wide variety of sources to determine the importance, significance and reliability for use in preparing reports.

Develops, writes and disseminates intelligence reports, bulletins on threat assessments.

Analyzes, monitors and identifies local, national and world intelligence information to assess developments, trends and threat implications within a geographical area.

Develops and maintains automated databases of such information as criminal activities including location, crime characteristics, names and associates, or epidemiological information including vectors, demographics, outcomes etc.

Accesses national and local databases, that may require security clearance to retrieve information.

Assists in preparing and conducting briefings and presentations on case investigations or issues related to Counter-terrorism as well as assisting local police detectives and officers in mapping, charting and analysis of crime data.

Answers the inquiries of and corresponds with the public and various officials and groups.

Conducts inter-agency training on intelligence reports analysis.

Assist local police detectives and officers within the agency in mapping, charting and analysis of crime data.

Coordinates activities with City, State and Federal governmental officials, providing information and collecting data.

Attends and participates in meetings and makes recommendations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of research techniques and methodology.

Knowledge of data collection techniques.

Knowledge of the procedures in conducting data and statistical studies.

Knowledge of the techniques of preparing data and statistical reports and developing forms for data and statistical studies.

Knowledge of current and historical data on international and domestic affairs.

Skill in organizing and analyzing data and statistics from a wide variety of sources.

Ability to analyze and evaluate software systems for applicability.

Ability to speak and write effectively.

Ability to deal with others effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university, preferably with a course in quantitative methods or research methods, and two years of experience in compiling, analyzing and interpreting data.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Positions in the Baltimore City Police Department must have two years of experience in compiling, analyzing and interpreting police data.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and undergo a full background investigation from the Baltimore City Police Department.

NOTE: Positions in the Baltimore City Police Department must be able to obtain and maintain a security clearance from the Federal Bureau of Investigation. (FBI)

ADOPTED: May 7, 1969

REVISED: March 29, 1972
September 1, 1982 (title changed)
August 12, 1983
May 9, 2008
December 18, 2013

Baltimore City Department of Human Resources

RESEARCH ANALYST SUPERVISOR

34514

Administrative Division
Fiscal, Economics and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

A Research Analyst Supervisor plans, schedules and coordinates the analysis of data of international, national and local intelligence and statistics into actionable data in a City agency. The work of this class involves supervising research, and office support personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Positions in this class that are assigned to the Baltimore City Police Department, work a rotating shift, to include evening, weekend and holidays. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises staff, in the collection, compilation, verification, analysis, interpretation and review of data and statistics for use in proposals, presentations and recommendations.

Oversees and participates in the preparation of reports, tactical and strategic analysis, charts, graphs, statistical tabulations, ordinances, grant applications and other documents using various data and statistics.

Plans, assigns and reviews the work of research staff.

Directs studies, surveys and research projects and determines data collection procedures and forms, survey methodology, sampling criteria and data analysis techniques.

Advises agency staff on and monitors the preparation of analytical reports, ordinances and other documents; interprets data, statistics, laws and regulations for staff.

Develops training modules for staff on specialized computer software programs.

Develops, writes and disseminates intelligence reports, bulletins on threat assessments.

Analyzes, monitors and identifies information to assess developments, trends and threat implications within a geographical area

Schedules subordinate staff assignments, establishes work priorities and prepares work status reports.

Develops and maintains automated databases of such information including location, characteristics, or epidemiological information including vectors, demographics, outcomes etc.

Attends, participates in and conducts local and regional meetings with other jurisdictions.

Uses computerized analytic tools and techniques to identify and analyze new information for the purpose of substantiating patterns and/or trends and predictive analysis.

Develops, modifies and implements new computer databases and mapping applications.

Evaluates varying types of information from investigative activities for the purpose of generating investigative leads and prepares reports to documents investigative activities and summarize findings.

Conducts inter-agency training on reports analysis.

Assist local police detectives and officers within the agency in mapping, charting and analysis of crime data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of research techniques and methodology.

Knowledge of data collection techniques.

Knowledge of the procedures in conducting data and statistical studies.

Knowledge of the techniques of preparing data, analytical and statistical reports and developing forms for data and statistical studies.

Skill in planning, assigning and reviewing statistical work performed by others.

Skill in organizing and managing multiple projects in a timely and efficient manner.

Skill in interpreting complex data sources, such as government documents.

Ability to analyze data and statistics.

Ability to speak and write effectively.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university, with a course in research methods or quantitative methods and four years of experience in compiling, analyzing and interpreting data.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Positions in the Baltimore City Police Department must have four years of experience in compiling, analyzing and interpreting police data.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and undergo a full background investigation from the Baltimore City Police Department.

NOTE: Positions in the Baltimore City Police Department must be able to obtain and maintain a security clearance from the Federal Bureau of Investigation (FBI).

ADOPTED: October 26, 1983

RE-ADOPTED: November 14, 2012
REVISED: December 18, 2013

Baltimore City Department of Human Resources

LEGISLATIVE RESEARCH TECHNICIAN

34531

Administrative Division
Fiscal, Economic and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

A Legislative Research Technician edits, researches, analyzes, revises and drafts legislative and legal documents. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Legislative Reference, assists the Director and Deputy Director of Legislative Reference in researching, revising, analyzing and drafting Baltimore City Code and City Charter amendments, ordinances and resolutions for City Council action.

Researches, assembles and compiles information from legal materials for inclusion in the Baltimore City Code, City Charter amendments, ordinances and resolutions.

In coordination with the Law Department, reviews, analyzes and evaluates existing, proposed and amended legislation for legal sufficiency with existing City, State and Federal laws.

Incorporates recommendations from council members and departmental personnel in legislative documents, brochures and related materials.

Reviews and proofreads printed legislative documents for accuracy and detail.

Writes and edits booklets, brochures and documents on legislative information for distribution to the public.

Writes, reviews and edits Baltimore City Code supplements and legislative materials for publication.

Answers questions from City officials and the general public concerning City, State and Federal legislation, laws and ordinances.

Conducts information searches on the internet of local jurisdictions and State and Federal websites.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the law and legal processes.

Knowledge of legal writing style and techniques.

Knowledge of basic legislative processes.

Knowledge of legal research and documentation techniques.

Ability to draft legislation.

Ability to review and analyze proposed and revised legislation for legal sufficiency.

Ability to operate a word processor and personal computer and related software.

Ability to write clearly and concisely.

Ability to establish and maintain effective working relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Law degree from an accredited law school.

Equivalencies - Completion of two years at an accredited law school and one year of experience in performing legal work or a bachelor's degree from an accredited college or university and two years of experience in performing legal work; additional post-graduate education may be substituted for the work experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 6, 1975

REVISED: September 12, 1983 (title changed)
October 29, 1997
July 19, 2001
August 24, 2007

Baltimore City Department of Human Resources

CRIME STATISTICS ANALYST

34540

Administrative Division
Fiscal, Economics and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

The Crime Statistics Analyst compiles, calculates, validates, reviews and interprets crime data. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office or at data collections sites. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore Police Department, compiles, calculates, validates, reviews and interprets crime data; tabulates and reviews crime counts and peak days, times and geographic areas.

Performs statistical analysis of crime patterns and designs and produces statistical and narrative reports to assist in the determination of patrol deployment with emphasis on crime prevention; organizes and calculates raw data.

Develops computer formats and reports; enters raw data into computer from source documents; calculates, sorts and produces printed reports such as charts, thematic color graphs and map charting.

Assists in the formulation of data collection methodology for crime studies.

Maintains a variety of computer and manual files, records and reports.

May meet with users, agency and community representatives and others to explain study methodology and findings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of statistical clerical procedures.

Knowledge of personal computer operations.

Ability to perform data entry.

Ability to prepare complex statistical tabulations and written reports.

Ability to develop formats for computerized records and reports.

Ability to operate calculators and tabulation machines.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school and four years of experience in statistical clerical work, including personal computer operations experience.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 3, 1996

Baltimore City Department of Human Resources

STATISTICAL TRAFFIC ANALYST

34599

Administrative Division
Fiscal, Economics and
Statistical Branch
Statistical and Research Group

I. CLASS DEFINITION

A Statistical Traffic Analyst compiles, calculates, validates and interprets traffic data. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office or at data collection sites where the employee may be exposed to traffic hazards, inclement weather or extremes of temperature. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs statistical analysis of traffic count patterns, travel patterns, accident data and growth projections to assist in the determination of traffic engineering needs.

Develops computer formats and reports to organize and calculate raw data from manual traffic counts, machine count tapes and time lapse units.

Tabulates and reviews traffic counts, peak-hour volumes, pedestrian movements and truck percentages to verify accuracy of data and isolate discrepancies due to counter error or equipment failure.

Enters raw data into computer from source documents; calculates, sorts and produces printed reports as needed.

Assists in the formulation of data collection methodology for transportation studies.

Conducts field studies to collect data on traffic volume and point of origin or destination, load, type or weight of vehicles.

Performs geographic coding of license plate and origin/destination data.

May assemble traffic count, accident history and speed data for signal warrent analysis and prepare warrent report.

Maintains a variety of computer and manual files, records and reports.

May meet with users, agency and community representatives and others to explain study methodology and findings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of statistical clerical procedures.

Knowledge of the principles and procedures of computerized data processing and data entry.

Ability to prepare complex statistical tabulations and reports.

Ability to develop formats for computerized records and reports.

Ability to operate calculators and tabulation machines.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate and four years of experience in statistical clerical or electronic data processing work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: August 13, 1980

REVISED: September 11, 1981
May 18, 1984
March 7, 1989

Baltimore City Department of Human Resources

POLICE OFFICER TRAINEE

41110

Enforcement Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Officer Trainee receives academic and field training in law enforcement, for a minimum of thirty-seven (37) weeks and performs police duties. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. The employee works in various areas of the City where such conditions as seasonal weather extremes, violent persons and crowds, automobile traffic and other dangerous and stressful situations are encountered. Work requires extreme physical exertion involving chasing and subduing criminal suspects.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore Police Department, receives a minimum of thirty-seven (37) weeks of academic and field training in, such areas as,
Patrol and Arrest Techniques, Defense Tactics, Driving Skills, Report Writing, Community Policing, Investigative Skills, Community Relations, First Aid, FireArms Training and State and Local Laws.

Under close supervision, patrols an assigned post on foot and in motor vehicle to prevent and discover crime, to identify hazardous situations and persons or vehicles wanted for criminal violations and to notify appropriate authorities of conditions needing attention.

Under direction, responds to calls and complaints, evaluates situations and determines appropriate course of action in accordance with laws and departmental policy.

Under close evaluation, when maintaining order, intervenes in fights; pursues, subdues and disarms suspects; protects crime scenes; arrests suspects; administers first aid; enforces crowd control; responds to emergency situations safely and without delay.

Under training, when involved in community policing, interacts with persons residing and working in patrol area; establishes rapport with the community to facilitate cooperation from the public in solving problems and exchanging information; attends and participates in community meetings, exercising sound judgement in accordance with laws and departmental policy; identifies community problem, determines possible solutions and takes necessary steps to implement corrective action.

Serves arrest warrants and summonses; testifies in court.

Attends roll call; schedules in-service training; maintains service equipment.

May act as Officer-in-Charge in Sergeants absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to participate and successfully complete all mandated phases of entrance level training, including academic and field training.

Ability to prepare reports and other documents which require a complete knowledge of spelling, grammar and basic arithmetic.

Ability to speak and write effectively.

Ability to make sound decisions and control one's emotions under difficult and stressful situations.

Ability to establish and maintain relationships with superiors, co-workers and the public.

Ability to operate motor vehicles safely and effectively and to enter and exit such vehicles frequently.

Ability to lift and drag persons and heavy objects, when required.

Ability to meet and maintain all requirements for State certification.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and ability to obtain and maintain Maryland Police Training Commission Certification is required.

ADOPTED: November 29, 1995

REVISED: November 20, 2000 (license changed)

Baltimore City Department of Human Resources

POLICE OFFICER

41111

Enforcement Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Officer patrols an assigned post by foot and by motor vehicle in a police district to prevent and discover the commission of crime, to maintain order and to protect life and property applying sound independent judgement in accordance with State and local laws and Baltimore Police Department rules, policies and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. The employee works in various areas of the City where such conditions as seasonal weather extremes, violent persons and crowds, automobile traffic and other dangerous and stressful situations are encountered. Work requires extreme physical exertion involving chasing and subduing criminal suspects.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Patrols an assigned post on foot and in a motor vehicle to prevent and discover crime, to identify hazardous situations and persons or vehicles wanted for criminal violations and to notify appropriate authorities of conditions needing attention.

Responds to calls and complaints, evaluates situations and determines appropriate course of action in accordance with the laws and departmental policy.

When maintaining order; intervenes in fights; pursues, subdues and disarms suspects; protects crime scenes; arrests suspects; administers first aid; enforces crowd control; responds to emergency situations safely and without delay.

When conducting investigations; obtains information through personal interviews; gathers and preserves evidence; detains and arrests persons for probable cause and on the basis of applicable laws and departmental policy; participates in raids and surveillance; searches, transports and processes prisoners.

When involved in community policing; interacts with persons residing and working in patrol area; establishes rapport with the community to facilitate cooperation from the public in solving problems and exchanging information; attends and participates in community meetings exercising sound judgement in accordance with laws and departmental policy; identifies community problems, determines possible solutions and takes necessary steps to implement corrective action.

Enforces traffic laws and parking regulations; investigates accidents, renders aid to accident victims and corrects hazardous situations; performs other traffic control responsibilities.

Prepares offense reports, arrest and search warrant applications, statement of charges and other documents.

Serves arrest warrants and summonses; testifies in court.

Attends roll call; schedules in-service training; maintains service equipment.

May act as Officer-in-Charge in Sergeants's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and apply rules, regulations, statutes and policies relevant to law enforcement work.

Ability to prepare reports and other documents which requires a complete knowledge of spelling, grammar and basic arithmetic.

Ability to speak and write effectively.

Ability to make sound decisions and control one's emotions under difficult and stressful situations.

Ability to accept direction and criticism and to function in an organization with strict rules and regulations.

Ability to establish and maintain good relationships with superiors, co-workers and the public.

Ability to participate and successfully complete all mandated phases of entrance level training including classroom, field and skills training.

Ability to meet and maintain all requirements for State certification.

Ability to sit, stand, walk, run and climb for sustained periods of time, when required.

Ability to operate motor vehicles safely and effectively and to enter and exit such vehicles frequently.

Ability to lift and drag persons and heavy objects, when required.

Ability to meet Baltimore City Police appearance standards for uniform personnel, to wear soft body-armor and other issued equipment in all weather conditions and to develop proficiency with various firearms.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and ability to obtain and maintain Maryland Police Training Commission Certification is required.

ADOPTED: September 26, 1949

REVISED: April 29, 1949
March 31, 1950
October 20, 1955
May 3, 1956
May 16, 1957
February 6, 1958
April 9, 1959
July 11, 1973 (title changed)
May 3, 1977
April 2, 1982
January 4, 1984
October 2, 1992
February 16, 1993

Baltimore City Department of Human Resources

POLICE SERGEANT

41112

Enforcement, Protection and
Inspection Division
Protection Services Branch
Police Group

I. CLASS DEFINITION

A Police Sergeant plans and coordinates the work of Police Officers. The work of this class involves supervising police personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. The employee works in various neighborhood and business communities where such conditions as the seasonal extremes of weather, violent persons and crowds and automobile traffic are encountered. The work requires extreme physical exertion involving chasing and subduing crime suspects.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Assigns officers to posts and cases.

Supervises police personnel.

Observes subordinates in performance of duties and advises on techniques.

Initially deploys personnel and sets up command posts at scenes of robberies, homicides and fires.

Confers frequently with subordinates and superiors on crime patterns, progress of investigations and new departmental orders.

Reviews and gives preliminary approval to all reports written by subordinates.

Disciplines and evaluates subordinates.

Acts as Police Lieutenant in the absence of the incumbent.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all of the duties of a Police Officer and Police Agent.

Knowledge of the principles of supervision and management.

Knowledge of the working relationships between the Police Department and various City, State and Federal agencies.

Knowledge of the operation of the Police Department.

Knowledge of the Police Department's Rules and Regulations and Manual of Procedure, General Orders and Digest of Laws.

Knowledge of the principles and methods of investigation.

Ability to supervise including commanding and deploying personnel in serious crime situations.

Ability to act decisively, quickly, tactfully and humanely.

Ability to work effectively with a wide range of people in the public and private sectors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience as a Police Officer or Police Agent in the Baltimore City Police Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: Unknown

REVISED: July 11, 1973 (title changed)
October 25, 1975
April 2, 1982
January 4, 1984
February 16, 1993
January 16, 1997 (license changed)
February 8, 2000
February 9, 2000
February 15, 2002

Baltimore City Department of Human Resources

POLICE LIEUTENANT

41113

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Lieutenant commands police and other personnel in a police district or performs enforcement work. Work of this class involves supervising police and other personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. The employee works in various neighborhood and business communities where such conditions as the seasonal extremes of weather, violent persons and crowds and automobile traffic are encountered. Work requires moderate physical exertion when overseeing police patrols in an assigned area.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate police personnel.

Observes police sergeants and officers in performance of duties and advises on techniques.

Deploys personnel and sets up command posts at scenes of robberies, demonstrations and fires.

Confers frequently with departmental personnel on crime patterns, progress of investigations and new departmental orders.

Writes reports and completes forms.

Reviews and approves reports written by subordinates.

Organizes and conducts roll call.

With superior, administers activities of district or division.

Discusses with citizens complaints regarding subordinates.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all duties of Police Sergeant and Officer.

Knowledge of and ability to use the Police Department's General Orders, Rules and Regulations and Manual of Procedure, Digest of Laws and the FBI Uniforms Crime Reporting Handbook.

Knowledge of City, State and Federal laws and court decisions applicable to police work.

Knowledge of the operation of the Police Department.

Knowledge of the principles of supervision.

Knowledge of the principles and methods of investigation.

Knowledge of the working interrelationships between the Police Department and City, State and Federal agencies.

Supervisory ability.

Ability to write reports.

Ability to interpret crime statistics.

Ability to act quickly, decisively, tactfully and humanely.

Ability to work effectively with a wide range of people in the public and private sectors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Two years of experience as a Police Sergeant in the Baltimore City Police Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: December 19, 1947

REVISED: October 23, 1974
April 14, 1976
April 2, 1982
January 4, 1984
January 16, 1997 (license changed)
February 8, 2000

Baltimore City Department of Human Resources

POLICE CAPTAIN

41115

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Captain is directly responsible to the District Commander for the operation of patrol shifts and the maintenance of police district and department policies and procedures. Work of this class involves directing the activities of police work units.

Incumbents receive managerial direction from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. The employee works in various neighborhood and business communities where such conditions as the seasonal extremes of weather, violent persons and crowds and automobile traffic are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Police Department, under the direction of the District Commander, coordinates the work activities of shift lieutenants and their respective sergeants and officers.

Acts as a liaison among district personnel and the staff of police divisions, sections and other districts.

Inspects patrol field operations to insure the proper appearance and effective performance of police personnel, the care and maintenance of equipment and material and the adherence to policies and procedures; corrects deficiencies in field operations.

Participates and provides command assistance to police personnel in fieldwork.

Represents District Commander at meetings and conferences as assigned and reports to Commander on proceedings.

Informs District Commander of changes and developments in departmental responsibilities, policies, procedures, personnel, facilities, equipment and other matters.

Issues plans, orders and instructions to subordinates; alerts subordinate unit supervisors to required actions and provides them with timely, accurate and complete information.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all of the duties of the Police Lieutenant, Sergeant and Officer.

Knowledge of and ability to use the department's General Orders, Rules and Regulations and Manual of Procedure, Digest of Laws and the FBI Uniform Crime Reporting Handbook.

Knowledge of the City, State and Federal laws and court decisions applicable to police work.

Knowledge of the operation of the Police Department.

Knowledge of the principles of supervision.

Knowledge of the principles and methods of investigation.

Knowledge of the working interrelationships between the department and City, State and Federal agencies.

Knowledge of the principles and practices of supervision.

Ability to write reports.

Ability to interpret crime statistics.

Ability to act quickly, decisively, tactfully and humanely.

Ability to work effectively with a wide range of people in the public and private sectors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Police Lieutenant in the Baltimore City Police Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: January 16, 1948

REVISED: August 11, 1950
January 6, 1958
July 11, 1973
October 23, 1974
June 23, 1976
April 2, 1982
January 4, 1984
May 21, 1986
February 16, 1993
December 18, 2000 (license changed)

Baltimore City Department of Human Resources

POLICE OFFICER - EID

41121

Enforcement Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Officer-EID (Education Incentive Differential Program) patrols an assigned post by foot and by motor vehicle in a police district to prevent and discover the commission of crime, to maintain order and to protect life and property applying sound independent judgement in accordance with State and local laws and Baltimore Police Department rules, policies and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. The employee works in various areas of the City where such conditions as seasonal weather extremes, violent persons and crowds, automobile traffic and other dangerous and stressful situations are encountered. Work requires extreme physical exertion involving chasing and subduing criminal suspects.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing feature from the Class of Police Officer and Police Officer-EID, is that the Police Officer-EID requires a bachelor's degree and one year of experience as a Baltimore City Police Officer.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Patrols an assigned post on foot and in a motor vehicle to prevent and discover crime, to identify hazardous situations and persons or vehicles wanted for criminal violations and to notify appropriate authorities of conditions needing attention.

Responds to calls and complaints, evaluates situations and determines appropriate course of action in accordance with the laws and departmental policy.

When maintaining order; intervenes in fights; pursues, subdues and disarms suspects; protects crime scenes; arrests suspects; administers first aid; enforces crowd control; responds to emergency situations safely and without delay.

When conducting investigations; obtains information through personal interviews; gathers and preserves evidence; detains and arrests persons for probable cause and on the basis of applicable laws and departmental policy; participates in raids and surveillance; searches, transports and processes prisoners.

When involved in community policing; interacts with persons residing and working in patrol area; establishes rapport with the community to facilitate cooperation from the public in solving problems and exchanging information; attends and participates in community meetings exercising sound judgement in accordance with laws and departmental policy; identifies community problems, determines possible solutions and takes necessary steps to implement corrective action.

Enforces traffic laws and parking regulations; investigates accidents, renders aid to accident victims and corrects hazardous situations; performs other traffic control responsibilities.

Prepares offense reports, arrest and search warrant applications, statement of charges and other documents.

Serves arrest warrants and summonses; testifies in court.

Attends roll call; schedules in-service training; maintains service equipment.

May act as Officer-in-Charge in Sergeant's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and apply rules, regulations, statutes and policies relevant to law enforcement work.

Ability to prepare reports and other documents which requires a complete knowledge of spelling, grammar and basic arithmetic.

Ability to speak and write effectively.

Ability to make sound decisions and control one's emotions under difficult and stressful situations.

Ability to accept direction and criticism and to function in an organization with strict rules and regulations.

Ability to establish and maintain good relationships with superiors, co-workers and the public.

Ability to participate and successfully complete all mandated phases of entrance level training including classroom, field and skills training.

Ability to meet and maintain all requirements for State certification.

Ability to sit, stand, walk, run and climb for sustained periods of time, when required.

Ability to operate motor vehicles safely and effectively and to enter and exit such vehicles frequently.

Ability to lift and drag persons and heavy objects, when required.

Ability to meet Baltimore City Police appearance standards for uniform personnel, to wear soft body-armor and other issued equipment in all weather conditions and to develop proficiency with various firearms.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree form an accredited college or university and one experience as a Baltimore City Police Officer.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: July 1, 1983

REVISED: January 4, 1984
October 2, 1992
February 16, 1993
August 28, 2002 (Title Changed)

Baltimore City Department of Human Resources

POLICE FLIGHT OFFICER

41122

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Flight Officer operates a helicopter over the City of Baltimore for the purpose of assisting law enforcement officers in the control and suppression of crime. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. Work is performed in a helicopter where such conditions as seasonal weather extremes, poor flying conditions and night flying are encountered and on patrol in various areas of the City where such conditions as violent persons and crowds, automobile traffic and other dangerous and stressful situations are also encountered. Work requires moderate physical exertion in controlling and flying a helicopter and occasional extreme physical exertion involved in chasing and subduing criminals.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Helicopter Unit of the Tactical Division of the Police Department, safely and skillfully operates and flies an assigned helicopter over the City of Baltimore for the purpose of assisting law enforcement officers in the control and suppression of crime.

Conducts pre-flight inspection of assigned helicopter to ensure that it is in proper operating and flight order.

Reviews and studies existing and new commercial pilot standards based on relevant FAA Regulations and Practical Test Standards in order to maintain a high level of flying knowledge and proficiency.

Compiles, tabulates and maintains flight time records.

Assists superiors in verifying equipment and parts changes, inventory, scheduled equipment inspections and required purchases.

Patrols an assigned post on foot and in a motor vehicle to prevent and discover crime, to identify hazardous situations and persons or vehicles wanted for criminal violations and to notify appropriate authorities of conditions needing attention.

Responds to calls and complaints, evaluates situations and determines the appropriate course of action to take in accordance with the laws and departmental policy.

When maintaining order, intervenes in fights; pursues, subdues and disarms suspects; protects crime scenes; arrests suspects; administers first aid; enforces crowd control; responds to emergency situations safely and without delay.

Serves arrest warrants and summonses; testifies in court.

Attends roll call; schedules in-service training; and maintains service equipment.

Prepares offense reports, arrest and search warrant applications, statements of charges and other documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all the areas, phases and elements required to obtain and maintain an FAA Helicopter Commercial Pilot Certificate.

Knowledge of the equipment, systems and aerodynamic principles involved in maintaining, operating and safely flying a helicopter.

Skill in safely operating, maneuvering and flying a helicopter.

Ability to read and apply rules, regulations, statutes and policies relevant to law enforcement work.

Ability to establish and maintain effective working relationships with other police flight officers and related police personnel.

Ability to communicate effectively both orally and in writing.

Ability to accept direction and criticism and to function in an organization with strict rules and regulations.

Ability to make sound decisions and control one's emotions under difficult and stressful situations.
Ability to prepare reports and other documents which require a complete knowledge of spelling, grammar and basic arithmetic.

Ability to participate in and successfully complete all mandated phases of entry-level training including classroom, field and skills training.

Ability to meet and maintain all requirements for State law enforcement officer certification.

Ability to meet Baltimore City Police appearance standards for uniform personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and at least 1,400 hours of helicopter pilot time, the majority of which must have been as the flight pilot in command.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid FAA Commercial Pilot Certificate with Rotorcraft-Helicopter rating, with no past record of violations or suspensions, a current FAA Medical Certificate-Second Class and ability to obtain and maintain a Maryland Police Training Commission Certificate are required.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Any waivers or limitations on the candidates' current FAA Medical Certificate-Second Class will be evaluated on a case-by-case basis for acceptability by the Police Department.

Candidates must furnish appropriate evidence of flight training and experience such as logbooks and/or flight records; personal logbooks alone will not be considered adequate to meet this requirement. Additional substantiation of flight training such as military flight records, flight school certificates and/or employer records are required. The candidate must furnish proof of at least 1,400 hours of helicopter pilot flight time, the majority of which must have been as the flight pilot in command.

ADOPTED: July 1, 1970

REVISED: October 26, 1998

POLICE FLIGHT OFFICER-EID

41131

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Flight Officer-EID (Education Incentive Differential Program) operates a helicopter over the City of Baltimore for the purpose of assisting law enforcement officers in the control and suppression of crime. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. Work is performed in a helicopter where such conditions as seasonal weather extremes, poor flying conditions and night flying are encountered and on patrol in various areas of the City where such conditions as violent persons and crowds, automobile traffic and other dangerous and stressful situations are also encountered. Work requires moderate physical exertion in controlling and flying a helicopter and occasional extreme physical exertion involved in chasing and subduing criminals.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing feature form the Class of Police Flight Officer and Police Flight Officer-EID, is that the Police Flight Officer-EID requires a bachelor's degree and at least 1,400 hours of helicopter pilot time, the majority of which must have been as the flight pilot in command.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Helicopter Unit of the Tactical Division of the Police Department, safely and skillfully operates and flies an assigned helicopter over the City of Baltimore for the purpose of assisting law enforcement officers in the control and suppression of crime.

Conducts pre-flight inspection of assigned helicopter to ensure that it is in proper operating and flight order.

Reviews and studies existing and new commercial pilot standards based on relevant FAA Regulations and Practical Test Standards in order to maintain a high level of flying knowledge and proficiency.

Compiles, tabulates and maintains flight time records.

Assists superiors in verifying equipment and parts changes, inventory, scheduled equipment inspections and required purchases.

Patrols an assigned post on foot and in a motor vehicle to prevent and discover crime, to identify hazardous situations and persons or vehicles wanted for criminal violations and to notify appropriate authorities of conditions needing attention.

Responds to calls and complaints, evaluates situations and determines the appropriate course of action to take in accordance with the laws and departmental policy.

When maintaining order, intervenes in fights; pursues, subdues and disarms suspects; protects crime scenes; arrests suspects; administers first aid; enforces crowd control; responds to emergency situations safely and without delay.

Serves arrest warrants and summonses; testifies in court.

Attends roll call; schedules in-service training; and maintains service equipment.

Prepares offense reports, arrest and search warrant applications, statements of charges and other documents.

Performs related work as required.

III. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all the areas, phases and elements required to obtain and maintain an FAA Helicopter Commercial Pilot Certificate.

Knowledge of the equipment, systems and aerodynamic principles involved in maintaining, operating and safely flying a helicopter.

Skill in safely operating, maneuvering and flying a helicopter.

Ability to read and apply rules, regulations, statutes and policies relevant to law enforcement work.

Ability to establish and maintain effective working relationships with other police flight officers and related police personnel.

Ability to communicate effectively both orally and in writing.

Ability to accept direction and criticism and to function in an organization with strict rules and regulations.

Ability to make sound decisions and control one's emotions under difficult and stressful situations.
Ability to prepare reports and other documents which require a complete knowledge of spelling, grammar and basic arithmetic.

Ability to participate in and successfully complete all mandated phases of entry level training including classroom, field and skills training.

Ability to meet and maintain all requirements for State law enforcement officer certification.

Ability to meet Baltimore City Police appearance standards for uniform personnel.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and at least 1,400 hours of helicopter pilot time, the majority of which must have been as the flight pilot in command.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid FAA Commercial Pilot Certificate with Rotorcraft-Helicopter rating, with no past record of violations or suspensions, a current FAA Medical Certificate-Second Class and ability to obtain and maintain a Maryland Police Training Commission Certificate are required.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Any waivers or limitations on the candidates' current FAA Medical Certificate-Second Class will be evaluated on a case-by-case basis for acceptability by the Police Department.

Candidates must furnish appropriate evidence of flight training and experience such as log books and/or flight records; personal log books alone will not be considered adequate to meet this requirement. Additional substantiation of flight training such as military flight records, flight school certificates and/or employer records are required. The candidate must furnish proof of at least 1,400 hours of helicopter pilot flight time, the majority of which must have been as the flight pilot in command.

ADOPTED: December 12, 2007

Baltimore City Department of Human Resources

POLICE SERGEANT - EID

41132

Enforcement, Protection and
Inspection Division
Protection Services Branch
Police Group

I. CLASS DEFINITION

A Police Sergeant – EID (Education Incentive Differential Program) plans and coordinates the work of Police Officers. The work of this class involves supervising police personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. The employee works in various neighborhood and business communities where such conditions as the seasonal extremes of weather, violent persons and crowds and automobile traffic are encountered. The work requires extreme physical exertion involving chasing and subduing crime suspects.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing feature from the class of Police Sergeant and Police Sergeant – EID, is that the Police Sergeant – EID requires a bachelor's degree and three years of experience as a Baltimore City Police Officer or as a Police Officer – EID.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns officers to posts and cases.

Supervises police personnel.

Observes subordinates in performance of duties and advises on techniques.

Initially deploys personnel and sets up command posts at scenes of robberies, homicides and fires.

Confers frequently with subordinates and superiors on crime patterns, progress of investigations and new departmental orders.

Reviews and gives preliminary approval to all reports written by subordinates.

Disciplines and evaluates subordinates.

Acts as Police Lieutenant in the absence of the incumbent.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all of the duties of a Police Officer and Police Officer – EID.

Knowledge of the principles of supervision and management.

Knowledge of the working relationships between the Police Department and various City, State and Federal agencies.

Knowledge of the operation of the Police Department.

Knowledge of the Police Department's Rules and Regulations and Manual of Procedure, General Orders and Digest of Laws.

Knowledge of the principles and methods of investigation.

Ability to supervise including commanding and deploying personnel in serious crime situations.

Ability to act decisively, quickly, tactfully and humanely.

Ability to work effectively with a wide range of people in the public and private sectors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and three years of experience as a Police Officer or Police Officer – EID in the Baltimore City Police Department.

Equivalencies –Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: December 12, 2007

Baltimore City Department of Human Resources

POLICE LIEUTENANT-EID

41133

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Lieutenant-EID (Education Incentive Differential Program) commands police and other personnel in a police district or performs enforcement work. Work of this class involves supervising police and other personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. The employee works in various neighborhood and business communities where such conditions as the seasonal extremes of weather, violent persons and crowds and automobile traffic are encountered. Work requires moderate physical exertion when overseeing police patrols in an assigned area.

II. DISTINGUISHING FEATURES OF THE WORK

The distinguishing feature from the Class of Police Lieutenant and Police Lieutenant-EID, is that the Police Lieutenant-EID requires a bachelor's degree and two years as a Police Sergeant or a Police Sergeant-EID.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate police personnel.

Observes police sergeants and officers in performance of duties and advises on techniques.

Deploys personnel and sets up command posts at scenes of robberies, demonstrations and fires.

Confers frequently with departmental personnel on crime patterns, progress of investigations and new departmental orders.

Writes reports and completes forms.

Reviews and approves reports written by subordinates.

Organizes and conducts roll call.

With superior, administers activities of district or division.

Discusses with citizens complaints regarding subordinates.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of all duties of Police Sergeant and Officer.

Knowledge of and ability to use the Police Department's General Orders, Rules and Regulations and Manual of Procedure, Digest of Laws and the FBI Uniforms Crime Reporting Handbook.

Knowledge of City, State and Federal laws and court decisions applicable to police work.

Knowledge of the operation of the Police Department.

Knowledge of the principles of supervision.

Knowledge of the principles and methods of investigation.

Knowledge of the working interrelationships between the Police Department and City, State and Federal agencies.

Supervisory ability.

Ability to write reports.

Ability to interpret crime statistics.

Ability to act quickly, decisively, tactfully and humanely.

Ability to work effectively with a wide range of people in the public and private sectors.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university and two years of experience as a Police Sergeant or Police Sergeant-EID in the Baltimore City Police Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: December 12, 2007

Baltimore City Department of Human Resources

COMMUNITY SERVICE OFFICER

41179

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Community Service Officer receives training in law enforcement practices and procedures and performs community and related work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. Work is performed in buildings, on the street, in traffic and in the community where there may be danger because of law enforcement activities, traffic conditions and neighborhood locations. Work may require moderate physical activity involving standing in traffic, controlling crowds and participating in police youth activities.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs traffic, investigates accidents, issues citations and participates in other traffic control or parking enforcement processes.

Completes, files, distributes and retrieves police reports, records and documents.

Under close supervision and as assigned and directed, conducts certain follow-up investigations.

Acts as a desk officer in a district answering phones, sending and receiving teletypes and using a police radio to provide information to the public or departmental personnel.

Provides building security.

Participates in processing juvenile offenders.

May assist in community relations and crime prevention programs, special events, crowd control and report review; participates in Police Activities League, Explorer Program or other youth-related activities.

Performs administrative support duties involving the collection and analysis of crime data and accident information; enters crime information into the offense/index computer files and updates information in district-based computer systems.

May assist in the safeguarding, transporting, logging and inventorying of property and evidence, including narcotics.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn State and Local laws and law enforcement methods and procedures.

Ability to deal with individuals, groups and situations in a firm and tactful manner with respect for the rights of others.

Ability to communicate effectively, both orally and in writing.

Ability to comprehend and carry out oral and written instructions.

Ability to write clear, concise and legible reports.

Ability to learn the use of computer terminals and other information processing devises.

Ability to complete Police Academy training and a Field Training Program successfully.

Acceptable driving record.

Physical and mental capabilities to perform the duties of the position.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Applicants must be at least 18 years of age at the time of appointment.

ADOPTED: April 24, 1995

REVISED: July 9, 1996 (license changed)

Baltimore City Department of Human Resources

POLICE CADET

41191

Enforcement, Protection and
Inspection Division
Protective Services Branch
Police Group

I. CLASS DEFINITION

A Police Cadet receives training in law enforcement practices and procedures. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work rotating shifts including evening, weekend and holiday hours. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Distributes police and related reports and records.

Files and retrieves police records and documents.

Takes fingerprints of prospective police job applicants and reviews and classifies according to established criteria.

In the Police Central Records Division, answers inquiries from police personnel and searches for arrest warrants.

Answers the telephone, screens and routes calls.

Receives and forwards electronic communications, mail and internal reports.

Compiles and prepares reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to comprehend information technology presentations and materials.

Ability to write clear, concise and legible reports.

Ability to comprehend and carry out oral and written instructions.

Ability to communicate effectively both orally and in writing.

Ability to deal with individuals in a firm and tactful manner.

Ability to meet and maintain all requirements for State certification.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

OR

A valid Maryland ID or an equivalent out-of-state government issued ID acceptable to the Office of Risk Management is required.

NOTE 1: Applicants must be at least 18 years of age at the time of appointment for hire, but no older than 21 years of age at the time of appointment. January 28, 2011

NOTE 2: Must be a United States citizen. January 28, 2011

NOTE 3: Candidates for positions in this class will be fingerprinted and must undergo Federal, State and local fingerprint checks and a background investigation to include a physical examination and agility test, polygraph examination and psychological examination. January 28, 2011

NOTE 4: Police Cadets who successfully complete the program are required to enter the first available entry level training class as a Police Officer Trainee at the Professional Development and Training Academy (PDTA) upon reaching the age of 20 years and 6 months. Failure to enter the PDTA as a Police Officer Trainee upon reaching this threshold will result in termination of employment with the BPD. May 8, 2017

ADOPTED: Unknown

REVISED: August 29, 1973

April 30, 1979
January 4, 1984

ABOLISHED: April 26, 1995

RECREATED: June 28, 2000

REVISED: December 27, 2005
January 28, 2011
May 3, 2012
May 8, 2017

Baltimore City Department of Human Resources

FIRE DISPATCHER

41201

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Dispatcher receives emergency and non-emergency fire and medical call requests for service from the 911 call-center, 311, Mutual-Aid, and within the agency. A Fire Dispatcher dispatches calls for the Baltimore City municipality. Fire Dispatchers will assign emergency units in accordance with established emergency response protocols. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating (12 hour) shifts including days, evenings, weekends and holidays. Work is performed in a radio communications center with dim overhead lights and light generated from computer screens. Work requires the ability to function in a highly stressful atmosphere, being able to multi-task, sitting for long periods, and the manipulation and operation of various equipment that involves hand-eye coordination, ability to listen to multiple on-going incidents, repeat verbatim and record case information.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency).

Receives alarms of fire, medic calls and requests for rescue and other emergency services simultaneously.

Dispatches firefighting units, medic and other emergency equipment; determines response needed to emergency and dispatches various types of units, if necessary.

Operates a hand-held two-way radio console with alerting system attached to Computer Aided Dispatch system, automatic voice recorder , multiple computer terminals with input keyboards and telephone in order to receive incoming administrative calls from the public, other agencies, and internal departmental calls and dispatch proper emergency and non-emergency resources.

Maintains computerized updated record of movement, location and involvement of assigned units; maintains log of all calls and action taken.

Monitors multiple fire, emergency medical, and mutual aid channels.

Completes interdepartmental reports, activity logs and inputs pertinent information on active cases.

Operates radio channels in compliance with Federal Communications Commission rules and regulations.

Assists in providing information to the public and members of the department in a professional and courteous manner.

Assumes duties and responsibilities of superior in their absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the geography, landmarks, hospitals, streets, and traffic patterns of Baltimore City.

Ability to apply skills and knowledge learned in the classroom and on the job to various emergency situations.

Ability to learn Fire/EMS and Federal Communications rules and regulations, procedures, methods, terminology, and priorities.

Ability to concentrate and react calmly, quickly, and decisively under continuous stressful conditions.

Ability to type clean copy at a specified rate of speed.

Ability to use radio communication equipment effectively.

Ability to enter data accurately into computer terminals.

Ability to communicate in a clear and distinct modulated voice while concurrently applying good listening skills in a multi-tasking environment.

Ability to Use a Computer Aided Dispatch System (CAD) as a daily function.

Ability to work harmoniously with others in a team environment.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED and four years of experience in public contact work including two years of experience in operating two-way radio and related communications equipment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES:

Additional requirements – Candidates will be tested on their accuracy to listen and record the data on a computer terminal. The radio transmission will be given live verbally over a radio system, the candidate must then type the data received. Candidates will listen to pre-recorded radio transmissions and type the information as it is relayed. Testing is for accuracy of data input. This will be part of the interview process.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: June 6, 1990

REVISED: June 6, 2008
December 22, 2009 (MQ change)
November 21, 2016
November 19, 2020 (Additional Requirements)
May 3, 2023

Baltimore City Department of Human Resources

FIRE DISPATCH SUPERVISOR

41204

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Dispatch Supervisor supervises the receiving of emergency, fire and medical calls from the public entered into Computer Aided Dispatch (CAD) for dispatching of firefighting or ambulance units. Work of this class involves supervising fire dispatch personnel performing radio communications work. The Fire Dispatch Supervisor is an essential employee.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. Work is performed in an office and the radio communications station where there is minimal exposure to environmental hazards. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Fire Department, supervises a staff of fire dispatchers engaged in the receipt of alarms of fire, ambulance calls and requests for rescue and other emergency services and in dispatching appropriate units to emergencies.

Oversees the dispatch of fire apparatus, ambulances and other emergency equipment and the appropriate response to the emergency.

Monitors the operation of multi-channel radio transmitters, voice recorders, computer terminals with input keyboards and telephones.

Oversees the maintenance of computerized updated records of movement, location and involvement of assigned units, and logs of calls and actions taken.

Maintains records of alarms of fires, emergency calls, tests and related information when the computerized system malfunctions.

May assume duties and responsibilities of a superior in the absence of the incumbent.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation of radio and CAD communications equipment.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of public safety Computer Aided Dispatch systems.

Knowledge of the services provided by a communications center to fire and emergency medical services.

Ability to use radio and computer communication equipment effectively.

Ability to maintain legible, accurate and thorough records and documents.

Ability to express ideas clearly in written and oral reports.

Ability to communicate clearly and effectively verbally and in writing in both emergency and non-emergency situations.

Ability to respond to emergencies quickly.

Ability to speak distinctly.

Ability to work calmly in stressful situations.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in the class of Fire Dispatcher in the Baltimore City Fire Department and currently assigned to the Fire Communications Bureau.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 25, 1995

REVISED: February 28, 2003
March 31, 2003
November 30, 2010
November 21, 2016
December 3, 2018 (Department specified)
March 13, 2019 (Position designation and KSA updates)
July 15, 2023

Baltimore City Department of Human Resources

FIRE DISPATCH ADMINISTRATOR

41205

Administrative Division
Management Support Branch
Communications Group

I. CLASS DEFINITION

A Fire Dispatch Administrator oversees emergency call and dispatch activities. Work of this class involves supervising emergency dispatch communications personnel performing radio communications work. The Fire Dispatch Administrator is an essential employee.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including evenings, weekends and holidays. Work is performed in an office and the radio communications station where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Fire Department, directs and supervises a staff of fire dispatchers and fire dispatch supervisors engaged in receiving alarms of fires, ambulance calls, requests for rescue and other emergency services and in dispatching appropriate units to emergencies.

Supervises the testing of fire alarm circuits and receiving and transmitting equipment as required; monitors electronically maintained records of dispatches, tests conducted and related information.

Analyzes and assigns priorities to maintenance work and refers communication systems malfunctions for repair.

Provides in-service training to the staff in the use of radio communications systems.

Trouble shoots on dispatching problems when there are specialized emergency requests.

With superior, directs and coordinates administrative activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of administration.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of public safety Computer Aided Dispatch systems.

Knowledge of the services provided by a communications center to fire and emergency medical services.

Knowledge of the operation and testing of electrical computer and radio equipment.

Knowledge with Federal Communications Commission of laws, ordinances, procedures, rules and regulations governing fire radio services.

Knowledge of web access applications.

Knowledge of Geographic Information Systems (GIS).

Knowledge of agency and interagency mobilization policies, procedures and guidelines.

Knowledge of computer applications used by the City of Baltimore such as but not limited to, staffing applications, payroll programs, and 311 service requests.

Ability to analyze communications systems problems.

Ability to maintain legible, accurate and thorough records and documents.

Ability to respond to emergencies quickly.

Ability to communicate clearly and effectively with technical and non-technical individuals verbally and in writing in both emergency and non-emergency situations.

Ability to work calmly in stressful situations.

Ability to assess, evaluate, and train subordinate staff.

Supervisory experience.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Dispatch Supervisor or Fire Dispatch Supervisor Training and Quality Assurance in the Baltimore City Fire Department and currently assigned to the Fire Communications Bureau.

Will be required to complete supervisory training.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 23, 1994

REVISED: March 16, 1995
December 8, 2010
November 21, 2016
March 13, 2019 (Position designation/KSA/MQ updates)

Baltimore City Department of Human Resources

FIRE FIGHTER/PARAMEDIC

41207

Health and Medical Division
Health Administration Branch
Emergency Medical Group

I. CLASS DEFINITION

A Fire Fighter/Paramedic responds to and mitigates hazardous incidents, extinguishes fires, performs rescues and provides emergency medical treatment at the scene of an accident or illness and transports sick and injured persons to medical facilities. Work of this class involves no supervisory responsibilities or duties.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including nights, weekends and holidays. Work is performed at scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes and at the scene of accidents, illnesses, disasters, HAZMAT incidents and other emergencies and in an ambulance where there is exposure to hazardous situations and emotionally traumatic events and other Citywide emergencies. Work requires strenuous physical activity such as lifting, climbing ladders, bending and crawling. Work requires the use of breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With a fire company, responds to calls for fire suppression and rescue operations, including accidents, collapsed structures, floods, drownings, explosions, HAZMAT and other incidents; secures accident and emergency scenes.

Drives, operates and maintains emergency vehicles and equipment.

Participates with company in the suppression of fires and the ventilation of buildings on fire; rescues victims from inside building; applies basic life support to victims when necessary.

With fire company, inspects multiple dwellings, businesses and other buildings in assigned district for compliance with building, fire, electrical and housing codes; observes and documents layout of buildings and dwellings; inspects water department hydrants and fire alarm boxes.

Receives in-service training in fire-related subjects, hazardous materials and emergency medical services.

Performs housekeeping duties throughout firehouse in accordance with predetermined schedule.

Drives an ambulance in transporting sick and injured persons to emergency medical facilities.

Determines nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle.

Administers first-aid treatment to sick and injured persons.

Removes victim from scenes of accidents, illnesses, fires or disasters.

Administers basic life support or advanced life support as appropriate; performs such treatment activities as the administration of oxygen or intravenous injections, defibrillation procedures and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages and the treatment of minor wounds or abrasions.

Obtains instructions from medical professional at emergency medical facilities regarding further treatment and arranges for the reception of sick and injured at the facilities.

With medical professionals, administers care to victims at the medical facilities.

Serves as senior medic on medic unit when partnered with less medically certified members, such as, a fire fighter or apprentice.

Re-equips medic unit with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire suppression, HAZMAT and rescue techniques, operations and procedures.

Knowledge of the effects of hazardous materials and chemicals.

Knowledge of emergency medical protocols, techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram telemetry, cardiac defibrillation procedures and the administration of specified drugs.

Knowledge of ambulance service regulations and procedures.

Ability to respond quickly under pressure.

Ability to use sound judgement in applying fire suppression, HAZMAT response and emergency rules and principles. to medical emergency situations.

Ability to follow written and oral directions.

Mechanical aptitude.

Ability to read and understand manuals, textbooks and regulations.

Ability to write narrative reports.

Ability to perform arithmetic.

Ability to work with others under stress.

Ability to work at heights.

Ability to work in confined spaces.

Ability to drive and maintain an ambulance and maintain emergency equipment in serviceable condition.

V MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and successful completion of the Baltimore City Fire Department Apprenticeship Program, Fire Fighter I and Fire Fighter II Maryland State certifications or one year experience as a Fire Fighter in the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATION AND CERTIFICATES

Current Maryland State license as a Cardiac Rescue Technician, Cardiac Rescue Technician – Intermediate or Emergency Medical Technician – Paramedic.

A valid Maryland Class C Non-Commercials driver's license or an out-of-state equivalent acceptable to the Office of Risk Management.

NOTE: Members must hold and maintain current certification in all of the above as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 2013

Baltimore City Department of Human Resources

FIRE EMERGENCY VEHICLE DRIVER

41208

I. CLASS DEFINITION

A Fire Emergency Vehicle Driver drives and/or tillers and operates department apparatus including but not limited to fire engines, fire trucks, hazmat vehicles, Medics, Ambulance, Suppression Support Units and other related equipment. Work of this class involves emergency medical services, fire suppression, emergency rescue and fire prevention duties, and does not involve supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives or tillers fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers basic life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Removes victim(s) from scenes of accidents, illnesses, fires or disasters.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Assists engine companies with entry into buildings, rescue, ventilation and water operations.

Sets up aerial and ground ladders, ventilation, entry or water operations and rescue equipment.

Participates with company in the ventilation and overhaul of buildings during and after fires.

Rescues victims from inside buildings, applies emergency medical care to victims when necessary.

Places and maintains the proper placement of ground and aerial ladders at the scene of an emergency.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Inspections and Fire Sweeps

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of basic life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Skill in operations of aerial ladders.

Ability to understand, follow and comply with orders and directions.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state license acceptable to the Division of Occupational Safety/Office of Risk Management **and** Emergency Vehicle Operator's Card issued by the Baltimore City Fire Department **and** a Baltimore City Driver's permit are required.

Emergency Medical Technician-B certification issued from Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: September 25, 2013

REVISED: February 28, 2018 (MQ changed)
March 2, 2023

Baltimore City Department of Human Resources

EMT FIREFIGHTER SUPPRESSION

41209

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

An Emergency Medical Technician (EMT) Firefighter Suppression responds to and mitigates hazardous incidents, extinguishes fires, performs rescues, and provides emergency medical treatment at the scene of an accident or illness, transports sick and injured persons to medical facilities and participates in community risk reduction activities. Work of this class may involve leading other Fire employees, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including nights, weekends and holidays. Work is performed at scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes and at the scene of accidents, illnesses, disasters, HAZMAT incidents and other emergencies and in an ambulance where there is exposure to hazardous situations and stressful or traumatic events. Work requires strenuous physical activity such as lifting, climbing ladders, bending and crawling, working with heights and in confined spaces. Work of this class requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)
Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on ambulance.

Determines nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Physically removes victim(s) from scenes of accidents, illnesses, fires or disasters.

Administers basic life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation procedures and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities.

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

With a fire company, responds to calls for fire suppression and rescue operations, including accidents, collapsed structures, floods, drownings, explosions, HAZMAT and other incidents; secures accident and emergency scenes; rescues emergency victims, using a variety of equipment and tools, when necessary.

Participates with company in the suppression of fires and the ventilation of buildings on fire; rescues victims from inside buildings; applies basic life support to victims when necessary.

With fire company, inspects multiple dwellings, businesses and other buildings in assigned district for compliance with building, fire, electrical and housing codes; observes and documents layout of buildings and dwellings; inspects water department hydrants.

Engages in community risk reduction activities.

Participates in training to remain current on fire-related subjects, hazardous materials and emergency medical services.

Performs housekeeping duties throughout firehouse.

Performs watch desk duties as assigned.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, write, comprehend and speak the English language.

Ability to drive emergency vehicles and operate equipment safely under emergency and non-emergency situations and to ensure that they are maintained in serviceable condition.

Ability to compose narratives, and reports, and complete forms clearly, legibly and accurately.

Ability to learn fire fighting and rescue techniques.

Ability to learn the effects of hazardous materials and chemicals.

Ability to learn emergency medical protocols, techniques and equipment.

Ability to respond quickly and appropriately under pressure.

Ability to analyze emergency situations and to select effective courses of action, giving regard to surrounding hazards and circumstances.

Ability to use sound judgement in applying fire suppression, HAZMAT response and emergency rules, principles, and protocols to emergency situations.

Ability to follow written and oral directions and the orders of superiors.

Ability to make minor repairs and adjustments to equipment under supervision.

Mathematical ability.

Ability to engage in strenuous physical effort for prolonged periods as required.

Ability to wear self-contained breathing apparatus, climb ladders, and work in confined places, toxic atmospheres, and extreme climate conditions.

Ability to work from heights.

Ability to establish and maintain effective professional relationships with peers and the public particularly under stressful situations.

Ability to work effectively as a member of a team.

Ability to learn, comprehend and use basic computer commands.

Ability to communicate effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or equivalent acceptable to the State of Maryland. Candidates for positions in this class must be 18 years of age at time of application and a United States Citizen or a resident alien.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

VII. PHYSICAL AND MEDICAL STANDARDS

Candidates for positions in this class will be required to pass a candidate physical ability test as required by the City of Baltimore.

Candidates for positions in this class hired after January 1, 2010 must meet National Fire Protection Association (NFPA) Standard 1582, including being tobacco free on duty, upon appointment and throughout their length of service in the Baltimore City Fire Department or be subject to termination.

Candidates for positions in this class hired after January 1, 2016, are required to meet Baltimore City Fire Department physical performance standards as measured by annual physical performance tests upon appointment and throughout their length of service in the Baltimore City Fire Department or be subject to termination.

Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to and pass a drug and alcohol test.

VIII. NOTES:

NOTE 1 During the initial training period at the Fire Academy EMT Firefighters must obtain and maintain the following:

- Current Maryland State certification as an EMT – Basic
- Maryland Fire Service Professional Qualification Board Firefighter I and II certifications
- Maryland Fire Service Professional Qualification Board Responders to Hazardous Materials Operation certification
- Must successfully complete a Maryland Fire Rescue Institute (MFRI) Emergency Vehicle Operator Course (EVOC), or an equivalent course acceptable to the Office of Risk Management and the Maryland Motor Vehicle Administration.
- American Heart Association's (AHA) CPR for the Healthcare Provider course
- Public Safety Educator
- Rescue – Site Operations and Vehicle Machinery Extrication

NOTE 2 Members must meet minimum attendance standards.

NOTE 3 Failure to pass any of the Baltimore City Training Academy Training Modules during the initial training period will result in termination of employment.

NOTE 4 Failure to obtain any required license or certification by the end of the initial training period at the Fire Academy will result in termination of employment with the Baltimore City Fire Department.

NOTE 5 Members of the Baltimore City Fire Department must obtain and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems.

NOTE 6 Entry level Fire Department positions are on a one year probationary period.

NOTE 7 Members will be required to obtain all in company/unit acting out of title approvals as per the current Fire Department policies.

(MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and Baltimore City Fire Department

(BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: March 25, 2009

REVISED: April 23, 2009
May 18, 2009
September 25, 2013 (title change)
September 22, 2015
November 1, 2017 (Notes 6 & 7 added)

Baltimore City Department of Human Resources

FIRE FIGHTER/PARAMEDIC SUPPRESSION

41210

Health and Medical Division
Health Administration Branch
Emergency Medical Group

I. CLASS DEFINITION

A Fire Fighter/Paramedic Suppression responds to and mitigates hazardous incidents, extinguishes fires, performs rescues and provides emergency medical treatment at the scene of an accident or illness and transports sick and injured persons to medical facilities. Work of this class involves no supervisory responsibilities or duties.

Incumbents receive general supervision from a technical superior. Employees in this class work rotating shifts including nights, weekends and holidays. Work is performed at scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes and at the scene of accidents, illnesses, disasters, HAZMAT incidents and other emergencies and in an ambulance where there is exposure to hazardous situations and emotionally traumatic events and other Citywide emergencies. Work requires strenuous physical activity such as lifting, climbing ladders, bending and crawling. Work requires the use of breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With a fire company, responds to calls for fire suppression and rescue operations, including accidents, collapsed structures, floods, drownings, explosions, HAZMAT and other incidents; secures accident and emergency scenes.

Drives, operates and maintains emergency vehicles and equipment.

Participates with company in the suppression of fires and the ventilation of buildings on fire; rescues victims from inside building; applies basic life support to victims when necessary.

With fire company, inspects multiple dwellings, businesses and other buildings in assigned district for compliance with building, fire, electrical and housing codes; observes and documents layout of buildings and dwellings; inspects water department hydrants and fire alarm boxes.

Receives in-service training in fire-related subjects, hazardous materials and emergency medical services.

Performs housekeeping duties throughout firehouse in accordance with predetermined schedule.

Drives an ambulance in transporting sick and injured persons to emergency medical facilities.

Determines nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle.

Administers first-aid treatment to sick and injured persons.

Removes victim from scenes of accidents, illnesses, fires or disasters.

Administers basic life support or advanced life support as appropriate; performs such treatment activities as the administration of oxygen or intravenous injections, defibrillation procedures and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages and the treatment of minor wounds or abrasions.

Obtains instructions from medical professional at emergency medical facilities regarding further treatment and arranges for the reception of sick and injured at the facilities.

With medical professionals, administers care to victims at the medical facilities.

Serves as senior medic on medic unit when partnered with less medically certified members, such as, a fire fighter or apprentice.

Re-equips medic unit with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire suppression, HAZMAT and rescue techniques, operations and procedures.

Knowledge of the effects of hazardous materials and chemicals.

Knowledge of emergency medical protocols, techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram telemetry, cardiac defibrillation procedures and the administration of specified drugs.

Knowledge of ambulance service regulations and procedures.

Ability to respond quickly under pressure.

Ability to use sound judgement in applying fire suppression, HAZMAT response and emergency rules and principles. to medical emergency situations.

Ability to follow written and oral directions.

Mechanical aptitude.

Ability to read and understand manuals, textbooks and regulations.

Ability to write narrative reports.

Ability to perform arithmetic.

Ability to work with others under stress.

Ability to work at heights.

Ability to work in confined spaces.

Ability to drive and maintain an ambulance and maintain emergency equipment in serviceable condition.

V MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and successful completion of the Baltimore City Fire Department Apprenticeship Program, Fire Fighter I and Fire Fighter II Maryland State certifications or one year experience as a Fire Fighter in the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATION AND CERTIFICATES

Current Maryland State license as a Cardiac Rescue Technician, Cardiac Rescue Technician – Intermediate or Emergency Medical Technician – Paramedic.

A valid Maryland Class C Non-Commercials driver's license or an out-of-state equivalent acceptable to the Office of Risk Management.

NOTE: Members must hold and maintain current certification in all of the above as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 26, 2000

REVISED: May 10, 2004 (license change)
September 25, 2013 (title change)

Baltimore City Department of Human Resources

FIRE FIGHTER SUPPRESSION

41211

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Fighter Suppression responds to and mitigates hazardous incidents, extinguishes fires, performs rescues, and provides emergency medical assistance. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes. Work requires strenuous physical activity such as climbing ladders, lifting and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With a fire company, responds to fires and other emergencies.

Participates with company in the suppression of fires and the ventilation of buildings on fire; rescues victims from inside buildings; applies basic life support to victims when necessary and radios and informs medic unit of medical needs at fire or accident scene.

With fire company, responds to rescue calls, including accidents, drownings, floods and other emergencies; rescues emergency victims, using a variety of equipment and tools, when necessary.

May be detailed to medic unit to drive vehicle and provide basic life support to sick and/or injured persons.

Drives, operates and maintains emergency vehicles and equipment.

With fire company, prepares sites for helicopter landing; inspects site areas to ensure safety of helicopter landing sites; clears site areas of pedestrian and vehicle traffic.

With fire company, inspects multiple dwellings, businesses and other buildings in assigned district for compliance with building, fire, electrical and housing codes; observes and documents layout of buildings and dwellings; inspects water department hydrants and fire alarm boxes.

Receives in-service training in fire-related subjects, hazardous materials and emergency medical services.

Performs work of other members of the fire company and medic units in their absence.

Performs housekeeping duties throughout firehouse in accordance with predetermined schedule.

Performs watch duties to receive alarms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn fire fighting and rescue techniques.

Ability to learn the effects of hazardous materials and chemicals.

Ability to learn emergency medical techniques.

Ability to respond quickly under pressure.

Ability to use sound judgement in applying fire fighting rules and principles.

Ability to follow written and oral directions.

Mechanical aptitude.

Ability to read and understand manuals, textbooks and bulletins.

Ability to write simple narrative reports.

Ability to perform simple arithmetic.

Ability to pass prescribed strength and agility tests.

Ability to work with others under stress.

Ability to work at heights.

Ability to drive a motor vehicle.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and three years of paid experience as a fire fighter or completion of the Baltimore City Fire Department's Fire Fighter-Paramedic Apprenticeship Program is required.

Equivalencies: – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Fire Fighter I and Fire Fighter II acceptable to the State of Maryland and the Federal Emergency Management Agency (FEMA) National Fire Academy is required.

Certification as an EMT-B, EMT-P or as a Cardiac Rescue Technician (CRT) acceptable to the Maryland State Board of Medical Examiners is required.

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license acceptable to the Office of Risk Management is required by time of interview.

A valid Maryland Class A Noncommercial driver's license, or an equivalent driver's license acceptable to the Office of Risk Management is required within six months of appointment.

VII. PHYSICAL AND MEDICAL STANDARDS

Corrected vision must be 20/20. Systolic blood pressure must be a minimum of 100 and maximum of 140. Diastolic blood pressure must be a minimum of 65 and a maximum of 90. Actual weight may not exceed 30% of the following: for males, 106 lbs. plus 6 lbs for each inch greater than 5 feet; for females, 100 lbs. plus 5 lbs. for each inch greater than 5 feet. There should be a full range of motion at all joints. A medical examination including spinal and chest x-rays is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to a drug and alcohol testing.

ADOPTED: January 1, 1956

REVISED: November 29, 1956
December 7, 1961
June 4, 1964
December 3, 1964
June 23, 1971
March 20. 1974
September 29, 1976
May 19, 1982
March 29, 1984
March 24, 1986
December 12, 1988
July 16, 1990

December 4, 1990
November 14, 2000 (license changed)
May 11, 2001
September 25, 2013 (title change)

Baltimore City Department of Human Resources

FIRE LIEUTENANT SUPPRESSION

41212

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant Suppression supervises the activities of a fire company on an assigned shift. Work of this class involves supervising fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises fire fighting personnel and ensures implementation of firehouse policies on an assigned shift.

On an assigned shift, delegates housekeeping chores and watch duties to fire fighting personnel in accordance with superior's schedule; oversees maintenance and use of vehicles, tools and supplies; requisitions repair of faulty equipment; may requisition tools and equipment to replenish supplies.

Delegates and reviews work of an assigned shift; disciplines fire company staff, reviews performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates in suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims. Completes all required documentation.

Supervises and participates in the control of gas and chemical leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of victims from accidents and other mishaps.

Maintains inventory, payroll, personnel, fire incident, medical incident and other company records in accordance with departmental policy.

The Fire Lieutenant resolves personnel problems; disciplines regarding dress and conduct; monitors attendance and maintains personnel records of assigned personnel.

Informs Battalion Chief of shortage of shift personnel.

Conducts training of members on assigned shift in accordance with pre-determined schedule; may determine topic of training session.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; notifies owner of building or others of code violations; submits report of code violations to appropriate authority.

Inspects water department hydrants.

When assigned to the Bureau of Investigation performs various administrative support duties; writes instructional programs for office use of the computer; compiles statistics and answers the telephone.

Responds to fires in order to investigate cause; interviews witnesses, suspects and victims; gathers necessary information and evidence and prepares reports; appears in court as an expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports.

Ability to use basic word processing and spreadsheet software.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience assigned to a Fire Suppression Unit within the Baltimore City Fire Department and currently assigned to one of the following areas: Fire Suppression, Fire Prevention, Fire Training, Administration or Investigative Services is required by the date of the examination

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician – Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of course completion for Fire Officer I and Fire Instructor I from Maryland Fire & Rescue Institute (MFRI) or a Pro Board Certificate.

Acting Out-of-Title approval for Fire Lieutenant Suppression **and/or** Fire Lieutenant Suppression ALS is required.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
Incident Command Systems 700: National Incident Management System: an Introduction
Incident Command Systems 800: National Response Framework: an Introduction

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTES: Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute is required within six months of appointment.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: August 27, 1964
September 22, 1966
June 6, 1973
June 20, 1973
August 14, 1974
August 30, 1978
January 20, 1982
May 19, 1982
March 29, 1984
December 10, 1984
March 24, 1986
May 11, 2001
June 25, 2008 Fire Lieutenant ALS (class created)
February 24, 2009 **(41212 & 41278 specifications merged/MQ change)**
April 6, 2011
May 24, 2012
September 25, 2013 (title change)
January 18, 2017
April 5, 2023 (Minimum Qualifications Change)
April 10, 2023 (MQ change)

Baltimore City Department of Human Resources

FIRE CAPTAIN SUPPRESSION

41213

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain Suppression supervises the activities of a fire company. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees implementation of fire station policies for a fire company; supervises company staff.

Develops schedule for housekeeping and watch duties for company; oversees maintenance of inventory for vehicles, tools and supplies; requisitions new supplies and equipment and repairs and modifications to station facilities.

Delegates and reviews work of shift lieutenants; disciplines fire company staff; reviews and signs performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates with company in the suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims and complete required documents.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

The Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records.

Recommends subordinates for acting out-of-title positions.

Informs Battalion Chief of shortage of shift personnel.

Schedules and designates topics for special training sessions for fire company; conducts training in accordance with pre-determined schedule.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Inspects water department hydrants.

When assigned to the Fire Investigation Bureau, investigates causes of fires occurring within Baltimore City; gathers information and evidence by inspecting scene of fire and interviewing witnesses, suspects and victims; if arson is suspected, prepares reports of findings; meets with the State's attorneys to assist in case presentation; appears in court as expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally and to use basic word processing and spreadsheet programs.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - One year of experience in the class of Fire Lieutenant Suppression or Fire Lieutenant ALS Suppression in the Baltimore City Fire Department; and currently hold the rank of Fire Lieutenant Suppression or Fire Lieutenant ALS Suppression; an accumulation of at least 30 credits from a regionally accredited institution and coursework should be in Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum

Equivalencies: - Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 300: Intermediate Incident Command Systems For Expanding Incidents.
Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction.

A certification of completion for Fire Officer II and Fire Instructor I from MFRI or a Pro Board Certificate.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Must hold and maintain current licenses and/or certifications as a condition of continued employment with the Baltimore City Fire Department.

ADOPTED: January 1, 1956

REVISED: December 11, 1958
December 24, 1959
March 14, 1973
June 6, 1973
June 20, 1973

January 22, 1975
August 20, 1975
May 19, 1982
November 9, 1982
March 29, 1984
March 24, 1986
April 15, 2002
June 25, 2008 (41279 ALS class created)
February 24, 2009 (41213 & 41279 spec merger MQ Change)
September 25, 2013 (title change)
January 18, 2017
February 13, 2019 (Requirement Changes)
April 5, 2023 (Minimum Qualifications changes)
April 10, 2023 (MQ Change)

Baltimore City Department of Human Resources

BATTALION FIRE CHIEF SUPPRESSION

41214

I. CLASS DEFINITION

A Battalion Fire Chief Suppression directs the activities of a fire battalion. Work of this class involves directing the activities of fire-fighting personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek on a rotating shift basis including nights, weekends and holidays. Work is performed at the scenes of fires where there is occasional exposure to hazardous conditions such as burning buildings, smoke-filled rooms and collapsing structures. Work requires moderate physical activity and wearing a breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in this class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands a fire battalion; is responsible for the personnel, engines, apparatus, equipment and quarters of the battalion; directs the extinguishing of fires.

Directs and reviews the work of Fire Captains and Fire Lieutenants assigned to individual companies; directs the training activities in all battalion companies; maintains required manpower throughout battalion.

Reviews reports generated by companies; screens reports for accuracy, completeness and problems; investigates all complaints, incidents and accidents; resolves problems or refers to superior with recommendation.

Instructs company officers and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Inspects battalion personnel, quarters, engines, apparatus and equipment.

Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Attends meetings as required.

Responds to and observes activities at incidents in the field to ensure enforcement of departmental safety regulations.

Develops policies and procedures for the operation of the bureau or division within the guidelines of the Fire Department Manual of Operations; directs the record keeping activities of the bureau or division.

Provides or directs the provision of in-service training to staff.

When assigned to administrative divisions and bureaus: assigns work to Captains, Lieutenants and other staff personnel in the division

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire-fighting techniques, fire prevention and fire training.

Knowledge of the laws and ordinances and rules and regulations governing operations of the Fire Department.

Supervisory ability.

Ability to drive in emergency and non-emergency conditions.

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Fire Captain assigned to Suppression, Training, Fire Prevention or Investigation Services and a minimum of 30 credits from a regionally or nationally accredited institution. Course work should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – Not Applicable.

V. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of completion for Fire Officer III and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol with identifying number.

A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems.
*Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: an Introduction
*Incident Command Systems 800: National Response Framework: an Introduction

*National Fire Academy (NFA) courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: January 1, 1956

REVISED: January 23, 1958
February 10, 1960
March 14, 1973
June 6, 1973
June 20, 1973
May 19, 1982
March 29, 1984
March 24, 1986
April 15, 2002
May 31, 2002
August 1, 2008
June 23, 2010 (Adopted ALS/Merge Class)

September 25, 2013 (title change)
June 22, 2016 (license change)
March 16, 2018 (Requirements change)

Baltimore City Department of Human Resources

FIRE FIGHTER

41215

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Fighter responds to and mitigates hazardous incidents, extinguishes fires, performs rescues, and provides emergency medical assistance. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes. Work requires strenuous physical activity such as climbing ladders, lifting and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

With a fire company, responds to fires and other emergencies.

Participates with company in the suppression of fires and the ventilation of buildings on fire; rescues victims from inside buildings; applies basic life support to victims when necessary and radios and informs medic unit of medical needs at fire or accident scene.

With fire company, responds to rescue calls, including accidents, drownings, floods and other emergencies; rescues emergency victims, using a variety of equipment and tools, when necessary.

May be detailed to medic unit to drive vehicle and provide basic life support to sick and/or injured persons.

Drives, operates and maintains emergency vehicles and equipment.

With fire company, prepares sites for helicopter landing; inspects site areas to ensure safety of helicopter landing sites; clears site areas of pedestrian and vehicle traffic.

With fire company, inspects multiple dwellings, businesses and other buildings in assigned district for compliance with building, fire, electrical and housing codes; observes and documents layout of buildings and dwellings; inspects water department hydrants and fire alarm boxes.

Receives in-service training in fire-related subjects, hazardous materials and emergency medical services.

Performs work of other members of the fire company and medic units in their absence.

Performs housekeeping duties throughout firehouse in accordance with predetermined schedule.

Performs watch duties to receive alarms.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn fire fighting and rescue techniques.

Ability to learn the effects of hazardous materials and chemicals.

Ability to learn emergency medical techniques.

Ability to respond quickly under pressure.

Ability to use sound judgement in applying fire fighting rules and principles.

Ability to follow written and oral directions.

Mechanical aptitude.

Ability to read and understand manuals, textbooks and bulletins.

Ability to write simple narrative reports.

Ability to perform simple arithmetic.

Ability to pass prescribed strength and agility tests.

Ability to work with others under stress.

Ability to work at heights.

Ability to drive a motor vehicle.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Graduation from an accredited high school or possession of a GED certificate and three years of paid experience as a fire fighter or completion of the Baltimore City Fire Department's Fire Fighter-Paramedic Apprenticeship Program is required.

Equivalencies: – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Fire Fighter I and Fire Fighter II acceptable to the State of Maryland and the Federal Emergency Management Agency (FEMA) National Fire Academy is required.

Certification as an EMT-B, EMT-P or as a Cardiac Rescue Technician (CRT) acceptable to the Maryland State Board of Medical Examiners is required.

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license acceptable to the Office of Risk Management is required by time of interview.

A valid Maryland Class A Noncommercial driver's license, or an equivalent driver's license acceptable to the Office of Risk Management is required within six months of appointment.

VII. PHYSICAL AND MEDICAL STANDARDS

Corrected vision must be 20/20. Systolic blood pressure must be a minimum of 100 and maximum of 140. Diastolic blood pressure must be a minimum of 65 and a maximum of 90. Actual weight may not exceed 30% of the following: for males, 106 lbs. plus 6 lbs for each inch greater than 5 feet; for females, 100 lbs. plus 5 lbs. for each inch greater than 5 feet. There should be a full range of motion at all joints. A medical examination including spinal and chest x-rays is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to a drug and alcohol testing.

ADOPTED: September 25, 2013

Baltimore City Department of Human Resources

FIRE PUMP OPERATOR

41216

I. CLASS DEFINITION

A Fire Pump Operator drives and operates department apparatus including but not limited to fire engines, Medics, Ambulances, Suppression Support Units and related equipment. Performs emergency medical services, fire suppression, emergency rescue and fire prevention duties. Maintains departmental property, equipment and apparatus. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers basic life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Rescue and remove victim(s) from scenes of accidents, illnesses, fires or disasters and apply emergency medical care to victims when necessary

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Operates pump panel to ensure proper flow of water through hoses; monitors gauges to determine needed water pressure; operates manual or digital throttle to control amount of water pressure.

Obtains hose lines from other sources as needed and calculates water use and monitors water availability.

Performs required procedures at hydrants.

Supplies adequate hose needed for fire ground operations.

Utilizes appropriate appliances.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Visits and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of hydraulics, water pumps and fire apparatus operations.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Ability to understand, follow and comply with orders and directions.

Ability to properly operate a pump on a fire engine.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City Driver’s Permit are required. A valid Emergency Vehicle Operator’s Card issued by the City of Baltimore Fire Department OR a valid Maryland Class B Commercial or Noncommercial driver’s license.

Completion of the Pump Operator course by the Maryland Fire and Rescue Institute (MFRI) or Acting Out-of-Title approval for the Pump Operator is required.

Emergency Medical Technician-B certification issued from Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES:

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: September 25, 2013

REVISED: January 29, 2018
April 5, 2018

Baltimore City Department of Human Resources

FIRE OPERATIONS AIDE

41217

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Operations Aide provides administrative and technical support to a chief officer above the rank of Battalion Fire Chief. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class are required to work assigned shifts, including weekends and holidays. Some employees in this class may be on a 24-hour callback. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work may require strenuous physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the chief officer and other division staff in the Fire Department.

Reviews and processes reports and other documents of Battalion Fire Chiefs for accuracy, completeness and adherence to departmental forms, procedures, rules and regulations.

As ordered by chief officer, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Performs fire or emergency medical services as needed.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the supervisor's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to route and process forms and other documents.

Ability to coordinate staffing requirements.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: September 25, 2013

Baltimore City Department of Human Resources

FIRE EMERGENCY VEHICLE DRIVER, ALS

41218

I. CLASS DEFINITION

A Fire Emergency Vehicle Driver ALS drives and/or tillers and operates department apparatus including but not limited to fire engines, fire trucks, hazmat vehicles, Medics, Ambulance, Suppression Support Vehicles and other related equipment. Work of this class involves emergency medical services, fire suppression, emergency rescue and fire prevention duties, and does not involve supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives or tillers fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick or injured persons to emergency medical facilities.

Administers life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities.

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Removes victim(s) from scenes of accidents, illnesses, fires or disasters.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Assists engine companies with entry into buildings, rescue, ventilation and water operations.

Sets up aerial and ground ladders, ventilation, entry or water operations and rescue equipment.

Participates with company in the ventilation and overhaul of buildings during and after fires.

Rescues victims from inside buildings, applies emergency medical care to victims when necessary.

Places and maintains the proper placement of ground and aerial ladders at the scene of an emergency.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Inspections and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Skill in operations of aerial ladders.

Ability to understand, follow and comply with orders and directions.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state license acceptable to the Division of Occupational Safety/Office of Risk Management, **and** a valid Emergency Vehicle Operator's Card issued by the Baltimore City Fire Department **and** a Baltimore City Driver's permit are required.

A Current Advanced Life Support (ALS) licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Emergency Vehicle Driver.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: September 25, 2013

REVISED: February 28, 2018 (MQ changed)
March 2, 2023

Baltimore City Department of Human Resources

FIRE PUMP OPERATOR ALS

41219

I. CLASS DEFINITION

A Fire Pump Operator ALS drives and operates department apparatus including but not limited to fire engines, Medic, Ambulance, Suppression Support Units and other related equipment. Performs emergency medical services, fire suppression, emergency rescue and fire prevention duties. Maintains departmental property, equipment and apparatus. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.) Drives fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Rescue and remove victim(s) from the scenes of accidents, illnesses, fires or disasters and apply emergency medical care to victims when, necessary.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Operates pump panel to ensure proper flow of water through hoses; monitors gauges to determine needed water pressure; operates manual or digital throttle to control amount of water pressure.

Obtains hose lines from other sources as needed and calculates water use and monitors water availability.

Performs required procedures at hydrants.

Supplies adequate hose needed for fire ground operations.

Utilizes appropriate appliances.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Visits and Fire Sweeps

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic and advanced life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of hydraulics, water pumps and fire apparatus operations.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Ability to understand, follow and comply with orders and directions.

Ability to properly operate a pump on a fire engine.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver’s Permit are required. A valid Emergency Vehicle Operator’s Card issued by the City of Baltimore Fire Department OR a valid Maryland Class B Commercial or Noncommercial driver’s license.

Completion of the Pump Operator course by the Maryland Fire and Rescue Institute (MFRI) or Acting Out-of-Title approval for the Pump Operator is required.

A Current Advanced Life Support (ALS) licensure from the Maryland Institute for Emergency Medical Services (MIEMSS) is required.

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Pump Operator.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: September 25, 2013

REVISED: January 29, 2018
April 5, 2018

Baltimore City Department of Human Resources

FIRE LIEUTENANT, INVESTIGATION AND PREVENTION SERVICES

41221

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant, Investigation and Prevention Services, assigns and reviews the work of fire prevention inspectors and fire personnel for adherence to the Fire Prevention Code or reviews and coordinates the review of architectural plans for new construction and renovation to ensure compliance with the Fire Prevention Code. Work of this class may involve supervising fire prevention inspection personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating day shift. Work is performed primarily in an office, but is also performed at construction sites and at fire scenes where there may be exposure to hazardous conditions such as deteriorating or collapsing structures, vermin, burning buildings, smoke filled rooms, and toxic fumes from hazardous materials and gas and chemical leaks. Work may involve long periods of standing, walking, climbing and crouching with occasional periods of strenuous physical activity such as climbing ladders, lifting, and crawling. Work may also require wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of the Fire Marshal, may supervise fire prevention inspectors and fire personnel engaged in fire code building inspection, fire safety and code public education and fire code compliance permit work for adherence to local, state and national fire and related building safety and prevention codes.

Conducts on-site inspections of large and complex construction projects as necessary to ensure compliance with applicable codes and regulations and to resolve complex code or life safety issues.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes in accordance with pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities; may assign and coordinate inspections to ensure compliance with inspection schedules.

Assists in the development of fire prevention codes and policies; researches new construction materials and techniques; recommends revisions to codes and policies to superiors.

Assists superior in periodic review of Baltimore City Fire Prevention Code; with superior, drafts and proposes amendments reflecting current technical innovations in building construction and fire prevention.

Represents the Fire Department and serves as liaison with other agencies for development projects and on committees related to fire investigation, prevention, education or code issues.

Prepares reports, records and documentation utilizing computerized equipment and software detailing the findings and recommendations resulting from plan reviews and dispositions.

Visits schools and community groups to conduct fire safety education and fire code information meetings.

Reviews and approves architectural plans for new construction, rehabilitation and renovation of public, residential and institutional buildings and places of public assembly and assesses waiver requests to ensure compliance with Fire Prevention Code and other applicable Federal, State and City fire and related Laws.

Meets with architects, engineers, builders and developers to discuss and facilitate the resolution of deficiencies identified during the review process; provides interpretations of national, state and local fire prevention codes and regulations to the general public, architects, engineers, builders and inspectors; conducts public education sessions and programs on national, state and local fire prevention codes and regulations.

Reviews and make recommendations regarding the impact of proposed legislation on fire prevention or the Fire Prevention Code.

Develops and conducts continuing education for inspectors in architectural and building construction plan review; updates members on technological changes in construction materials and techniques.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the provisions of the Baltimore City Fire Prevention Code and applicable Federal and State legislation and codes.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Skill in reviewing complex architectural, construction and renovation plans for compliance with fire prevention codes, occupancy load, construction type and life safety issues.

Skill in evaluating architectural plans, fire safety plans, and fire egress routes.

Skill in inspecting property and determining code violations.

Skill in interpreting, applying and advising others on fire prevention codes.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to develop public education and in-house staff training programs and instruct others.

Ability to research and analyze fire prevention codes and current trends and innovations in construction techniques and materials and to recommend changes in codes, procedures and legislation.

Ability to utilize the computer, proprietary business software and other common business software packages to prepare clear and concise reports and to maintain appropriate records.

Ability to deal effectively with architects, engineers, contractors, property owners and developers.

Ability to express ideas clearly in written and oral reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniform member in the Baltimore City Fire Department, including two years of experience in the Fire Prevention Bureau in the class of Fire Prevention Inspector I or II is required by the date of examination.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Employees must hold and maintain certification as a MFRI Inspector II from the Maryland Fire and Rescue Institute (MFRI) **OR** Inspector II certification from National Professional Qualifications Systems (NPQS) **OR** International Fire Service Accreditation Congress (IFSAC).

A certificate of course completion for Fire Officer I and Instructor I from the Maryland Fire Rescue Institute (MFRI) OR a certificate issued by the Pro Board.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems

Incident Command Systems 200: Incident Command Systems for Single Resources

And Initial Action Incidents

Incident Command Systems 700: National Incident Management System: an Introduction

Incident Command Systems 800: National Response Framework: an Introduction

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional education course and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technician (NREMT), Maryland Fire and Rescue Institute (MFRI), and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certifications or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: May 19, 1966

REVISED: January 12, 2005 (title changed)
April 17, 2006
December 19, 2007 (license changed)
March 31, 2008
April 16, 2009
April 16, 2010
August 8, 2012
July 26, 2016

Baltimore City Department of Human Resources

FIRE LIEUTENANT, INVESTIGATION AND PREVENTION SERVICES, ALS

41222

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant, Investigation and Prevention Services, ALS assigns and reviews the work of fire prevention inspectors and fire personnel for adherence to the Fire Prevention Code or reviews and coordinates the review of architectural plans for new construction and renovation to ensure compliance with the Fire Prevention Code. Work of this class may involve supervising fire prevention inspection personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating day shift. Work is performed primarily in an office, but is also performed at construction sites and at fire scenes where there may be exposure to hazardous conditions such as deteriorating or collapsing structures, vermin, burning buildings, smoke filled rooms, and toxic fumes from hazardous materials and gas and chemical leaks. Work may involve long periods of standing, walking, climbing and crouching with occasional periods of strenuous physical activity such as climbing ladders, lifting, and crawling. Work may also require wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of the Fire Marshal, may supervise fire prevention inspectors and fire personnel engaged in fire code building inspection, fire safety and code public education and fire code compliance permit work for adherence to local, state and national fire and related building safety and prevention codes.

Conducts on-site inspections of large and complex construction projects as necessary to ensure compliance with applicable codes and regulations and to resolve complex code or life safety issues.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes in accordance with pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities; may assign and coordinate inspections to ensure compliance with inspection schedules.

Assists in the development of fire prevention codes and policies; researches new construction materials and techniques; recommends revisions to codes and policies to superiors.

Assists superior in periodic review of Baltimore City Fire Prevention Code; with superior, drafts and proposes amendments reflecting current technical innovations in building construction and fire prevention.

Represents the Fire Department and serves as liaison with other agencies for development projects and on committees related to fire investigation, prevention, education or code issues.

Prepares reports, records and documentation utilizing computerized equipment and software detailing the findings and recommendations resulting from plan reviews and dispositions.

Visits schools and community groups to conduct fire safety education and fire code information meetings.

Reviews and approves architectural plans for new construction, rehabilitation and renovation of public, residential and institutional buildings and places of public assembly and assesses waiver requests to ensure compliance with Fire Prevention Code and other applicable Federal, State and City fire and related Laws.

Meets with architects, engineers, builders and developers to discuss and facilitate the resolution of deficiencies identified during the review process; provides interpretations of national, state and local fire prevention codes and regulations to the general public, architects, engineers, builders and inspectors; conducts public education sessions and programs on national, state and local fire prevention codes and regulations.

Reviews and make recommendations regarding the impact of proposed legislation on fire prevention or the Fire Prevention Code.

Develops and conducts continuing education for inspectors in architectural and building construction plan review; updates members on technological changes in construction materials and techniques.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the provisions of the Baltimore City Fire Prevention Code and applicable Federal and State legislation and codes.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Skill in reviewing complex architectural, construction and renovation plans for compliance with fire prevention codes, occupancy load, construction type and life safety issues.

Skill in evaluating architectural plans, fire safety plans, and fire egress routes.

Skill in inspecting property and determining code violations.

Skill in interpreting, applying and advising others on fire prevention codes.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to develop public education and in-house staff training programs and instruct others.

Ability to research and analyze fire prevention codes and current trends and innovations in construction techniques and materials and to recommend changes in codes, procedures and legislation.

Ability to utilize the computer, proprietary business software and other common business software packages to prepare clear and concise reports and to maintain appropriate records.

Ability to deal effectively with architects, engineers, contractors, property owners and developers.

Ability to express ideas clearly in written and oral reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniform member in the Baltimore City Fire Department, including two years of experience in the Fire Prevention Bureau in the class of Fire Prevention Inspector I or II is required by the date of examination.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

Employees must hold and maintain certification as a MFRI Inspector II from the Maryland Fire and Rescue Institute (MFRI) **OR** Inspector II certification from National Professional Qualifications Systems (NPQS) **OR** International Fire Service Accreditation Congress (IFSAC).

A certificate of course completion for Fire Officer I and Instructor I from the Maryland Fire Rescue Institute (MFRI) OR a certificate issued by the Pro Board.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional education course and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technician (NREMT), Maryland Fire and Rescue Institute (MFRI), and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certifications or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: March 1, 2017

Baltimore City Department of Human Resources

FIRE PREVENTION INSPECTOR I

41224

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Prevention Inspector I inspects residences, multiple dwellings, new construction, rehabilitation projects, commercial and industrial establishments and structures where there has been a change of use to enforce the fire prevention code and other applicable laws of the Federal, State and City governments. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in various City neighborhoods and at construction sites where such conditions as extremes of weather, rodents, insects and deteriorating structures may be encountered. The work may involve standing, walking, climbing and crouching.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Prevention Inspector II in that it does not involve performing fire prevention inspection work of a specialized and complex nature; requiring the review of complex architectural and building plans or the development of arson prevention programs.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Schedules and conducts inspections of the interiors and exteriors of residences, multiple family dwellings, new construction, rehabilitation projects, commercial and industrial establishments and structures where there has been a change of use for compliance with or violation of the fire prevention code and applicable Federal, State and City laws.

Issues fire prevention permits following passing inspection for compliance with the fire prevention code and applicable Federal, State and City legislation.

Issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities.

Issues fire code violation notices to property owners, tenants and property managers, citing pertinent code standards and recommending remedial actions.

Prepares and maintains inspection reports and records.

Attends meetings with individuals and community groups to explain and advise on the fire prevention program and to resolve problems and complaints.

With others, assists in the development, design and implementation of a fire prevention program for the City of Baltimore.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the fire prevention code of the Baltimore City Code and applicable Federal and State laws.

Knowledge of the Fire Department's Manual of Procedures and book of rules.

Ability to deal effectively with property owners, property managers, tenants and the general public.

Ability to prepare clear and concise reports and to maintain appropriate records.

Ability to effectively communicate the objectives of the Fire Prevention Program.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Two years of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management, and a City of Baltimore Driver’s Permit are required.

Employees must hold and maintain certification as a MFRI Inspector I from the Maryland Fire and Rescue Institute (MFRI) or Inspector I certification from National Professional Qualifications System (NPQS) or International Fire Service Accreditation Congress (IFSAC).

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute of Emergency Medical Services Systems will be placed in the lower classification of Fire Prevention Inspector I.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: July 1, 1993

REVISED: March 10, 1994
July 23, 1996 (license changed)
May 14, 2001
January 2, 2003 (license changed)
April 28, 2004 (title changed)
February 7, 2007
April 16, 2009
July 23, 2009
August 31, 2010 (Merge ALS)
May 24, 2012

Baltimore City Department of Human Resources

FIRE PREVENTION INSPECTOR I ALS

41225

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Prevention Inspector I ALS inspects residences, multiple dwellings, new construction, rehabilitation projects, commercial and industrial establishments and structures where there has been a change of use to enforce the fire prevention code and other applicable laws of the Federal, State and City governments. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in various City neighborhoods and at construction sites where such conditions as extremes of weather, rodents, insects and deteriorating structures may be encountered. The work may involve standing, walking, climbing and crouching.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Prevention Inspector II ALS in that it does not involve performing fire prevention inspection work of a specialized and complex nature; requiring the review of complex architectural and building plans or the development of arson prevention programs.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Schedules and conducts inspections of the interiors and exteriors of residences, multiple family dwellings, new construction, rehabilitation projects, commercial and industrial establishments and structures where there has been a change of use for compliance with or violation of the fire prevention code and applicable Federal, State and City laws.

Issues fire prevention permits following passing inspection for compliance with the fire prevention code and applicable Federal, State and City legislation.

Issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities.

Issues fire code violation notices to property owners, tenants and property managers, citing pertinent code standards and recommending remedial actions.

Prepares and maintains inspection reports and records.

Attends meetings with individuals and community groups to explain and advise on the fire prevention program and to resolve problems and complaints.

With others, assists in the development, design and implementation of a fire prevention program for the City of Baltimore.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the fire prevention code of the Baltimore City Code and applicable Federal and State laws.

Knowledge of the Fire Department's Manual of Procedures and book of rules.

Ability to deal effectively with property owners, property managers, tenants and the general public.

Ability to prepare clear and concise reports and to maintain appropriate records.

Ability to effectively communicate the objectives of the Fire Prevention Program.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Two years of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management, and a City of Baltimore Driver’s Permit are required.

Employees must hold and maintain certification as a MFRI Inspector I from the Maryland Fire and Rescue Institute (MFRI) or Inspector I certification from National Professional Qualifications System (NPQS) or International Fire Service Accreditation Congress (IFSAC).

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute of Emergency Medical Services Systems will be placed in the lower classification of Fire Prevention Inspector I.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: July 1, 1993

REVISED: March 10, 1994
July 23, 1996 (license changed)
May 14, 2001
January 2, 2003 (license changed)
April 28, 2004 (title changed)
February 7, 2007

REVISED: April 16, 2009
July 23, 2009
August 31, 2010 (Merge ALS)
May 24, 2012

Baltimore City Department of Human Resources

FIRE PREVENTION INSPECTOR II

41226

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Prevention Inspector II develops and implements arson prevention programs of the Baltimore City Fire Department and reviews construction and building plans to ensure compliance with the Fire prevention code and other applicable laws of the Federal, State and City governments. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where working conditions are normal, however work is also performed on-site at construction sites, in various City neighborhoods and at fire scenes where there may be exposure to inclement weather, rodents, insects and deteriorating structures. The work may involve periods of standing, walking, climbing and crouching.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Prevention Inspector I in that it involves performing fire prevention inspection work of a specialized and complex nature; requiring the review of complex architectural and building plans or the development of arson prevention programs.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Reviews and approves architectural and construction plans for new buildings and structures prior to construction, rehabilitation or renovation; assesses waiver requests to ensure compliance with the fire prevention code and other applicable Federal, State and City laws; prepares commentaries on proposed construction projects reviewed; submits recommendations to Deputy Chief and approves plans for projects to proceed.

Conducts on-site inspections of large and complicated construction projects as needed, prepares and maintains a variety of inspection reports and records.

Issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities; may assign and coordinate inspections to ensure compliance with inspection schedules.

Develops and conducts continuing education for Fire Prevention Inspectors in architectural and building construction plan review as it relates to building and fire protection codes as well as the impact of technological changes.

With superior, drafts and proposes amendments to the Baltimore City Fire Prevention Code to ensure that the Code reflects current technical innovations in fire prevention and building construction.

Attends meetings with architects, property owners, engineers and contractors to advise on the fire prevention program, to explain and provide fire and building code interpretation and to resolve problems and complaints; interacts with developers to evaluate life-safety plans; serves as a liaison between the Fire Department and other agencies.

May lead uniformed members in Fire Prevention, by assigning and reviewing work, providing direction, guidance and training.

In the Arson Prevention Program, develops and coordinates arson prevention programs such as juvenile intervention, community arson awareness outreach, vacant building identification and others.

Reviews and assesses fire prevention and escape strategies for schools and other institutions; monitors school fire/arson incident reports to determine the effectiveness of juvenile intervention efforts and identify and address trends and potential problems.

Coordinates and monitors fire safety education activities in the schools; oversees juvenile intervention efforts by developing and conducting presentations and providing information to “at risk” juveniles in the dangers of fire, fire safety, cost and impact of fires; may refer individuals to mental health programs if necessary.

Develops and implements new programs to increase smoke detector installations through outreach at schools and other community venues.

Identifies vacant buildings as possible arson sites to be monitored; coordinates with the Department of Housing and Community Development to expedite boarding and cleaning activities and develops reports on incendiary fires in vacant structures.

Identifies and selects neighborhoods, based upon fire incidents, for inclusion in door-to-door neighborhood outreach sweeps to promote the use of smoke alarms and provide fire safety information.

Follows up on complaints and investigates evidence of energy theft to prevent or control resultant hazardous conditions.

Conducts outreach activities in fire safety in targeted communities through participation in community and business meetings, block parties and other events and provides population-specific information to targeted groups such as senior citizens and high rise structure dwellers.

Administers the Knox Box Program to assist in the reduction of damage to doors and windows by providing secured keys for building access at fire incidents; recommends the type of Knox box, determines where it will be placed; obtains and secures the keys in the boxes; maintains records of buildings and locations; reports to fire operations at fire incidents to provide assistance in identifying and accessing Knox boxes.

Collects, maintains and analyzes records of incendiary fire occurring in the City; completes reports and makes recommendations to superiors.

Assigns and reviews work and provides direction, guidance and training to uniformed members in Fire Prevention.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the provisions of the Baltimore City Fire Prevention Code and applicable Federal and State laws.

Knowledge of the Fire Department's Manual of Procedures and book of rules.

Skill in reviewing complex architectural and construction fire prevention plans for a wide variety of buildings and structures.

Skill in evaluating fire safety plans and fire escape routes.

Skill in interpreting and applying fire prevention codes.

Ability to deal effectively with architects, engineers, contractors, property owners, school staff, community groups and organizations.

Ability to prepare clear and concise reports and to maintain accurate records.

Ability to analyze and interpret fire prevention codes and recommend changes.

Ability to effectively communicate the objectives of the Fire Prevention Program to a wide variety of people.

Ability to provide direction and guidance to others.

Ability to plan, develop, administer and evaluate fire prevention programs.

Ability to develop and conduct educational programs and fire prevention presentations on both technical and community levels.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience in the class of Fire Prevention Inspector I or Fire Prevention Inspector I, ALS performing construction plan examination, fire instruction or community organization work.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

Employees must hold and maintain certification as a MFRI Inspector II from the Maryland Fire and Rescue Institute (MFRI) or Inspector II certification from National Professional Qualifications System (NPQS) or International Fire Service Accreditation Congress (IFSAC). Maryland Fire Plans Examiner I/II from the Maryland Fire and Rescue Institute (MFRI).

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Prevention Inspector II.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: April 28, 2004

REVISED: April 16, 2009
July 23, 2009
August 31, 2010 (Merge ALS)
May 24, 2012
September 11, 2019 (license change)

Baltimore City Department of Human Resources

FIRE PREVENTION INSPECTOR II ALS

41227

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Prevention Inspector II ALS develops and implements arson prevention programs of the Baltimore City Fire Department and reviews construction and building plans to ensure compliance with the Fire prevention code and other applicable laws of the Federal, State and City governments. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where working conditions are normal, however work is also performed on-site at construction sites, in various City neighborhoods and at fire scenes where there may be exposure to inclement weather, rodents, insects and deteriorating structures. The work may involve periods of standing, walking, climbing and crouching.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Prevention Inspector I ALS in that it involves performing fire prevention inspection work of a specialized and complex nature; requiring the review of complex architectural and building plans or the development of arson prevention programs.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Reviews and approves architectural and construction plans for new buildings and structures prior to construction, rehabilitation or renovation; assesses waiver requests to ensure compliance with the fire prevention code and other applicable Federal, State and City laws; prepares commentaries on proposed construction projects reviewed; submits recommendations to Deputy Chief and approves plans for projects to proceed.

Conducts on-site inspections of large and complicated construction projects as needed, prepares and maintains a variety of inspection reports and records.

Issues Violation Notices, Environmental and Civil Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building or fire prevention violations based on relevant City of Baltimore Codes; submits report of code violations and recommended remedial actions to building owner and appropriate authorities; may assign and coordinate inspections to ensure compliance with inspection schedules.

Develops and conducts continuing education for Fire Prevention Inspectors in architectural and building construction plan review as it relates to building and fire protection codes as well as the impact of technological changes.

With superior, drafts and proposes amendments to the Baltimore City Fire Prevention Code to ensure that the Code reflects current technical innovations in fire prevention and building construction.

Attends meetings with architects, property owners, engineers and contractors to advise on the fire prevention program, to explain and provide fire and building code interpretation and to resolve problems and complaints; interacts with developers to evaluate life-safety plans; serves as a liaison between the Fire Department and other agencies.

May lead uniformed members in Fire Prevention, by assigning and reviewing work, providing direction, guidance and training.

In the Arson Prevention Program, develops and coordinates arson prevention programs such as juvenile intervention, community arson awareness outreach, vacant building identification and others.

Reviews and assesses fire prevention and escape strategies for schools and other institutions; monitors school fire/arson incident reports to determine the effectiveness of juvenile intervention efforts and identify and address trends and potential problems.

Coordinates and monitors fire safety education activities in the schools; oversees juvenile intervention efforts by developing and conducting presentations and providing information to “at risk” juveniles in the dangers of fire, fire safety, cost and impact of fires; may refer individuals to mental health programs if necessary.

Develops and implements new programs to increase smoke detector installations through outreach at schools and other community venues.

Identifies vacant buildings as possible arson sites to be monitored; coordinates with the Department of Housing and Community Development to expedite boarding and cleaning activities and develops reports on incendiary fires in vacant structures.

Identifies and selects neighborhoods, based upon fire incidents, for inclusion in door-to-door neighborhood outreach sweeps to promote the use of smoke alarms and provide fire safety information.

Follows up on complaints and investigates evidence of energy theft to prevent or control resultant hazardous conditions.

Conducts outreach activities in fire safety in targeted communities through participation in community and business meetings, block parties and other events and provides population-specific information to targeted groups such as senior citizens and high rise structure dwellers.

Administers the Knox Box Program to assist in the reduction of damage to doors and windows by providing secured keys for building access at fire incidents; recommends the type of Knox box, determines where it will be placed; obtains and secures the keys in the boxes; maintains records of buildings and locations; reports to fire operations at fire incidents to provide assistance in identifying and accessing Knox boxes.

Collects, maintains and analyzes records of incendiary fire occurring in the City; completes reports and makes recommendations to superiors.

Assigns and reviews work and provides direction, guidance and training to uniformed members in Fire Prevention.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the provisions of the Baltimore City Fire Prevention Code and applicable Federal and State laws.

Knowledge of the Fire Department's Manual of Procedures and book of rules.

Skill in reviewing complex architectural and construction fire prevention plans for a wide variety of buildings and structures.

Skill in evaluating fire safety plans and fire escape routes.

Skill in interpreting and applying fire prevention codes.

Ability to deal effectively with architects, engineers, contractors, property owners, school staff, community groups and organizations.

Ability to prepare clear and concise reports and to maintain accurate records.

Ability to analyze and interpret fire prevention codes and recommend changes.

Ability to effectively communicate the objectives of the Fire Prevention Program to a wide variety of people.

Ability to provide direction and guidance to others.

Ability to plan, develop, administer and evaluate fire prevention programs.

Ability to develop and conduct educational programs and fire prevention presentations on both technical and community levels.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience in the class of Fire Prevention Inspector I or Fire Prevention Inspector I, ALS performing construction plan examination, fire instruction or community organization work.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

Employees must hold and maintain certification as a MFRI Inspector II from the Maryland Fire and Rescue Institute (MFRI) or Inspector II certification from National Professional Qualifications System (NPQS) or International Fire Service Accreditation Congress (IFSAC). Maryland Fire Plans Examiner I/II from the Maryland Fire and Rescue Institute (MFRI).

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Prevention Inspector II.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "*Special Enforcement Officers*", of the Baltimore City Code within 6 months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: April 28, 2004

REVISED: April 16, 2009
July 23, 2009
August 31, 2010 (Merge ALS)
May 24, 2012
September 11, 2019 (license change)

Baltimore City Department of Human Resources

SENIOR FIRE OPERATIONS AIDE

41228

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Senior Fire Operations Aide provides a wide variety of administrative and technical support to an Assistant Chief of the Fire Department. Work of this class involves leading lower level field staff and office personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on-call 24 hours. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires minimal physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Operations Aide in that it involves leading lower level field staff and office personnel, and may supervise assigned detailed personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the Assistant Chief and other division staff in the Fire Department to disseminate information, general orders, policies, directives and assignments.

Provides administrative staff support to the Assistant Chief of the Fire Department, reviews correspondence and reports from fire units for content and correctness, routes as appropriate.

As ordered by the Assistant Chief, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

On the scene of an emergency, surveys and assesses emergency situations, reports and provides status update to the Assistant Chief and Command Staff, may recommend level of responses and specialized equipment needs, relays instructions to fire officers, maintains radio contact and assigns ground positions.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling, training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Assigns and reviews the work of fire personnel assigned to Headquarters.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the Assistant Chief's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to establish and maintain an effective working relationship with a variety of people.

Ability to route and process forms and other documents.

Ability to speak and write effectively.

Ability to coordinate staffing requirements.

Ability to develop, implement and interpret policies and procedures.

Ability to coordinate the activities of various organizational units.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Four years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently in the class of Fire Operations Aide assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: June 26, 2013

Baltimore City Department of Human Resources

FIRE OPERATIONS AIDE SUPPRESSION

41229

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Operations Aide Suppression provides administrative and technical support to a chief officer above the rank of Battalion Fire Chief. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class are required to work assigned shifts, including weekends and holidays. Some employees in this class may be on a 24-hour callback. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work may require strenuous physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the chief officer and other division staff in the Fire Department.

Reviews and processes reports and other documents of Battalion Fire Chiefs for accuracy, completeness and adherence to departmental forms, procedures, rules and regulations.

As ordered by chief officer, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Performs fire or emergency medical services as needed.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the supervisor's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to route and process forms and other documents.

Ability to coordinate staffing requirements.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: July 1, 1995

REVISED: February, 1996 **(Exempt)**

RE-ADOPTED: October 28, 2009

REVISED: January 20, 2010
May 24, 2012
September 25, 2013 (title change)

Baltimore City Department of Human Resources

FIRE PREVENTION SPECIALIST

41230

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Prevention Specialist acts as a liaison between the public and the Baltimore City Fire Department in the areas of Fire Prevention and Fire Inspection. Work of this class involves no supervisory duties and responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and at meeting sites where there is no exposure to uncomfortable environmental or hazardous working conditions. Work requires minimal physical activity.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the public and the Baltimore City Fire Department by answering questions, resolving complaints and providing information in the areas of fire prevention and fire inspection; forwards information from citizens to the appropriate fire inspection personnel for resolution.

Provides information to the public regarding the Fire Prevention Permits System, including fees and system procedures.

Takes orders for the Smoke Detector Program and direct citizens to the nearest fire station for the purchase of smoke detectors.

Plans and implements the Fire Safety Program; meets with individuals and community groups, concentrating on the elderly and the seeing and hearing impaired; answers questions and advises citizens on fire prevention methods.

With others, assists in the development, design and implementation of a fire prevention program for the City of Baltimore.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the Baltimore City Fire Prevention Code and applicable Federal and State's laws.

Knowledge of the Fire Department's manual and book of rules.

Knowledge of modern methods of fire fighting, fire investigations, fire prevention and fire training.

Ability to establish and maintain effective working relationships with City officials and the general public.

Ability to speak effectively before individuals and large groups.

Ability to effectively communicate the objectives of the Fire Prevention Program.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a uniformed member of the Fire Department in Fire Prevention.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 3, 1996

Baltimore City Department of Human Resources

FIRE OPERATIONS AIDE, ALS

41231

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Operations Aide, ALS provides administrative and technical support to a chief officer above the rank of Battalion Fire Chief. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class are required to work assigned shifts, including weekends and holidays. Some employees in this class may be on a 24-hour callback. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work may require strenuous physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the chief officer and other division staff in the Fire Department.

Reviews and processes reports and other documents of Battalion Fire Chiefs for accuracy, completeness and adherence to departmental forms, procedures, rules and regulations.

As ordered by chief officer, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Performs fire or emergency medical services as needed.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the supervisor's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to route and process forms and other documents.

Ability to coordinate staffing requirements.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE OPERATIONS AIDE SUPPRESSION, ALS

41232

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Operations Aide Suppression, ALS provides administrative and technical support to a chief officer above the rank of Battalion Fire Chief. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class are required to work assigned shifts, including weekends and holidays. Some employees in this class may be on a 24-hour callback. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work may require strenuous physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the chief officer and other division staff in the Fire Department.

Reviews and processes reports and other documents of Battalion Fire Chiefs for accuracy, completeness and adherence to departmental forms, procedures, rules and regulations.

As ordered by chief officer, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Performs fire or emergency medical services as needed.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the supervisor's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to route and process forms and other documents.

Ability to coordinate staffing requirements.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE DISPATCH MANAGER

41233

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Dispatch Manager develops and implements the policies and procedures and directs the operations of the Fire Communications Bureau. Work of this class involves directing the activities of radio communication work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour call. Work is performed in an office and the radio communications station where there is minimal exposure to environmental hazards. Work requires minimal physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the activities of personnel assigned to the Fire Communications Bureau.

Supervises the operation and maintenance of the computer-assisted dispatch system of the Fire Communications Bureau.

Directs the operation and maintenance of the Fire radio dispatch system.

Plans, diagnoses and directs the identification and correction of malfunctions and technical problems in the communications computer system.

Develops long-term plans for communications computer system revision and evaluation.

Writes specifications for all communications computer equipment.

Develops and administers the budget of the Fire Communications Bureau.

Trains new personnel in the use of computerized fire communications equipment.

Directs the development and maintenance of records of locations and connections of the fire alarm system including route maps, fire alarm boxes and overhead and underground lines and terminals.

May assume duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and maintenance of a computer-assisted fire communications dispatch system.

Knowledge of the basic principles and techniques of management and administration.

Knowledge of the City's fire communications system.

Knowledge of Federal Communications Commission rules and regulations governing fire radio services.

Ability to prepare specifications for new fire communications computer equipment.

Ability to formulate long-range administrative and technical plans for the fire communications system.

Ability to develop and administer a budget.

Ability to effectively communicate orally and in writing.

Ability to develop and maintain effective working relationships with others.

Ability to direct the activities of the Fire Communications Bureau.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Dispatch Administrator in the Baltimore City Fire Department and currently assigned to the Fire Communications Bureau.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

Members must obtain a City of Baltimore Driver's permit within six months of appointment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 12, 1973

REVISED: July 30, 1980
January 8, 1985
January 24, 1985
December 22, 2010 (Title Changed)
November 21, 2016

Baltimore City Department of Human Resources

FIRE LIEUTENANT EMS CRT

41234

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant EMS CRT supervises emergency medical response staff. Work of this class involves supervising paramedic and fire fighter personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends, evenings and holidays. Work is performed at scenes of accidents, or other hazardous situations. Work requires moderate physical effort such as lifting patients and calming violent patients.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises personnel assigned and or detailed to the Emergency Medical Services Division of the Fire Department; ensures full staffing of medic units; ensures smooth transition of personnel between shifts; ensures that personnel maintains professional demeanor and discipline.

Trains emergency medical services (EMS) providers in new procedures and use of new equipment and supplies; instructs and arranges for the instruction of EMS providers in the techniques of emergency medical care.

Responds to incidents involving three or more Medic Units, Med-E-Vac (helicopter), mass disasters, hazardous materials or violent patients; ensures triage of patients to area hospitals, actual transfer of patients and effective communication between personnel at scene of incident and hospital personnel receiving patients; responds to incidents involving Basic Life Support Reserve Medic Units or the back-up Medic Units as required.

Develops and maintains effective working relationships with emergency medical personnel at area hospitals.

Arranges for and ensures maintenance and cleanliness of emergency vehicles (ambulance) and medical supply inventory; ensures decontamination of vehicles that have carried patients with communicable diseases or pest infestation.

Reviews ambulance reports randomly for omissions, errors or problems.

Investigates citizen complaints, commendations and accidents involving Emergency Medical Services Division personnel and on the job injuries of firefighter or paramedic personnel; documents findings.

Documents findings of investigation of accused personnel and recommend disposition.

Arranges for road service or replacement of inoperable emergency vehicles, radios and other equipment to ensure uninterrupted and rapid response to emergency calls; maintains and cleans emergency vehicles.

Writes reports justifying need for additional equipment and supplies.

Provides information to the media at scenes of incidents in accordance with privacy guidelines and Fire Department regulations; notifies family of injured Fire Department personnel; arranges transport of family to hospital or transport of Fire Department personnel from hospital.

Presents slide and tape shows, demonstrations, speeches and classes to school children, community groups and others upon request.

Keeps abreast of current advanced life support techniques.

May assume duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of ambulance operations.

Knowledge of intravenous therapy, EKG telemetry, cardiac defibrillation procedures and the administration of medications.

Knowledge of ambulance service regulations and procedures.

Ability to respond effectively in stressful situations.

Ability to perform intravenous therapy, EKG telemetry and cardiac defibrillation and to administer medications.

Ability to instruct.

Ability to supervise.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience in the class of Paramedic CRT and currently assigned to the Emergency Medical Services Division or Fire Training Academy of the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 700: National Incident Management System; an Introduction
*Incident Command Systems 800: National Response Framework; an Introduction

A certificate of course completion for Fire Officer I and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol and identifying number.

A valid Maryland Class C Non-~~c~~Commercial driver's license, or an equivalent ~~out-of-state~~ driver's license and eligible to obtain~~acceptable to the Office of Risk Management and~~ a City of Baltimore Driver's Permit are required.

Must hold and maintain current Advanced Life Support licensure as a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services Systems.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Members seeking future promotions to the class of Fire Lieutenant EMS will be required to hold and maintain current Advanced Life Support licensure as an Emergency Medical Technician- Paramedic from the Maryland Institute for Emergency Medical Services Systems effective May 1, 2011.

ADOPTED: May 28, 2008

REVISED: June 24, 2009 (title changed)
April 29, 2015

Baltimore City Department of Human Resources

FIRE CAPTAIN EMS CRT

41235

Enforcement, Protection and Inspection Division
Protective Services Branch Fire Group

I. CLASS DEFINITION

A Fire Captain EMS CRT oversees daily medical emergency response operations. Work of this class involves supervising the activities of paramedic and fire fighter personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed in an office and at the scenes of hazardous situations such as fires, accidents or mass disasters. Work requires moderate physical activity such as bending, lifting and crawling.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Emergency Medical Services Division of the Fire Department, enforces rules and regulations; oversees District response to medical emergencies.

Evaluates the effectiveness of district operations, services and personnel through observation and review of records; regularly reviews and analyzes data related to operational and personnel activity; reviews and recommends solutions to problems.

Oversees administrative matters of Emergency Medical Services District such as maintenance and processing of personnel and payroll records, inventory records and monthly statistical reports.

Conducts District level training relating to patient care and Emergency Medical Services operations. Trains emergency medical services (EMS) providers in new procedures and use of new equipment and supplies; instructs and arranges for the instruction of EMS providers in the techniques of emergency medical care.

Oversees the maintenance and use of apparatus, equipment and quarters to ensure readiness for duty.

Investigates and oversees the investigation of citizen complaints or accidents; reviews investigation reports and makes recommendations to prevent future accidents and complaints.

Develops and presents slide tape shows explaining Emergency Medical Services Division activities; prepares educational handouts explaining the work of paramedics and Emergency Medical Services Division; talks to community groups and school classes.

Responds to multiple alarm incidents or incidents of an extraordinary nature; coordinates medical responses at the scene of incidents to ensure and expedite the provision of effective medical services.

May assume duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of ambulance operations.

Knowledge of administrative techniques.

Knowledge of training methods and techniques.

Knowledge of laws and ordinances and rules and regulations governing operations of the Emergency Medical Services Division.

Knowledge of intravenous therapy, EKG telemetry and cardiac defibrillation procedures and the administration of medications.

Ability to supervise.

Ability to develop a training program.

Ability to instruct.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Lieutenant EMS CRT and currently assigned to the Emergency Medical Services Division or Fire Training Academy of the Baltimore City Fire Department.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff – Complex Incidents
*Incident Command Systems 700: National Incident Management System; an Introduction
*Incident Command Systems 800: National Response Framework; an Introduction

A certificate of course completion for Fire Officer I and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol and identifying number.

A valid Maryland Class C Non-Commercial driver's license, or an equivalent driver's license and eligible to obtain a City of Baltimore Driver's Permit are required.

Must hold and maintain current Advanced Life Support licensure as a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services Systems.

NOTE: National Fire Academy (NFA) courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Members seeking future promotions to the class of Fire Captain EMS will be required to hold and maintain current Advanced Life Support licensure as an Emergency Medical Technician- Paramedic from the Maryland Institute for Emergency Medical Services Systems effective May 1, 2011.

ADOPTED: May 28, 2008

REVISED: June 24, 2009 (title changed)
April 29, 2015

BATTALION FIRE CHIEF

41236

I. CLASS DEFINITION

A Battalion Fire Chief directs the activities of a fire battalion. Work of this class involves directing the activities of fire fighting personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek on a rotating shift basis including nights, weekends and holidays. Work is performed at the scenes of fires where there is occasional exposure to hazardous conditions such as burning buildings, smoke-filled rooms and collapsing structures. Work requires moderate physical activity and wearing a breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in this class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands a fire battalion; is responsible for the personnel, engines, apparatus, equipment, and quarters of the battalion; directs the extinguishing of fires.

Directs and reviews the work of Fire Captains and Fire Lieutenants assigned to individual companies; directs the training activities in all battalion companies; maintains required manpower throughout battalion.

Reviews reports generated by companies; screens reports for accuracy, completeness and problems; investigates all complaints, incidents and accidents; resolves problems or refers to superior with recommendation.

Instructs company officers and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Inspects battalion personnel, quarters, engines, apparatus and equipment.

Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Attends meetings as required.

Responds to and observes activities at incidents in the field to ensure enforcement of departmental safety regulations.

Develops policies and procedures for the operation of the bureau or division within the guidelines of the Fire Department Manual of Operations; directs the record keeping activities of the bureau or division.

Provides or directs the provision of in-service training to staff.

When assigned to administrative divisions and bureaus: assigns work to Captains, Lieutenants and other staff personnel in the division.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire-fighting techniques, fire prevention and fire training.

Knowledge of the laws and ordinances and rules and regulations governing operations of the Fire Department.

Supervisory ability.

Ability to drive in emergency and non-emergency conditions

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Fire Captain assigned to Suppression, Training, Fire Prevention or Investigation Services and a minimum of 60 credits from a regionally or nationally accredited institution. Course work should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – Not Applicable.

V. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of course completion for Fire Officer III and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol with identifying number.

A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems.
*Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: an Introduction
*Incident Command Systems 800: National Response Framework: an Introduction

*National Fire Academy courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: September 25, 2013

REVISED: June 22, 2016 (license change)
March 16, 2018 (Requirements change)
May 23, 2019 (MQ change)

Baltimore City Department of Human Resources

BATTALION FIRE CHIEF, ALS

41237

I. CLASS DEFINITION

A Battalion Fire Chief, ALS directs the activities of a fire battalion. Work of this class involves directing the activities of fire fighting personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek on a rotating shift basis including nights, weekends and holidays. Work is performed at the scenes of fires where there is occasional exposure to hazardous conditions such as burning buildings, smoke-filled rooms and collapsing structures. Work requires moderate physical activity and requires wearing a breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands a fire battalion; is responsible for the personnel, engines, apparatus, equipment and quarters of the battalion; directs the extinguishing of fires.

Directs and reviews the work of Fire Captains and Fire Lieutenants assigned to individual companies; directs the training activities in all battalion companies; maintains required manpower throughout battalion.

Reviews reports generated by companies; screens reports for accuracy, completeness and problems; investigates all complaints, incidents and accidents; resolves problems or refers to superior with recommendation.

Instructs company officers and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Inspects battalion personnel, quarters, engines, apparatus and equipment.

Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Attends meetings as required.

Responds to and observes activities at incidents in the field to ensure enforcement of departmental safety regulations.

Develops policies and procedures for the operation of the bureau or division within the guidelines of the Fire Department Manual of Operations; directs the record keeping activities of the bureau or division.

Provides or directs the provision of in-service training to staff.

When assigned to administrative divisions and bureaus: assigns work to Captains, Lieutenants and other staff personnel in the division

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire-fighting techniques, fire prevention and fire training.

Knowledge of the laws and ordinances and rules and regulations governing operations of the Fire Department.

Supervisory ability.

Ability to drive in emergency and non-emergency conditions

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Fire Captain assigned to Suppression, Training, Fire Prevention or Investigation Services and a minimum of 60 credits from a regionally or nationally accredited institution. Course work should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

Current certification as an Advanced Life Support provider from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of course completion for Fire Officer III and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol with identifying number

A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems.
*Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: an Introduction
*Incident Command Systems 800: National Response Framework: an Introduction

*National Fire Academy courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Members who are currently in the Advanced Life Support (ALS) class who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Battalion Fire Chief.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: September 25, 2013

REVISED: June 22, 2016 (license change)
March 16, 2018 (Requirements change)
May 23, 2019 (MQ change)

Baltimore City Department of Human Resources

FIRE CAPTAIN

41238

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain supervises the activities of a fire company. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees implementation of fire station policies for a fire company; supervises company staff.

Develops schedule for housekeeping and watch duties for company; oversees maintenance of inventory for vehicles, tools and supplies; requisitions new supplies and equipment and repairs and modifications to station facilities.

Delegates and reviews work of shift Lieutenants; disciplines fire company staff; reviews and signs performance evaluations of an assigned shift.

Provides guidance to fire fighting personnel and participates with company in the suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims and completes required documents.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

The Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records...

Recommends subordinates for acting out-of-title positions.

Informs Battalion Chief of shortage of shift personnel.

Schedules and designates topics for special training sessions for fire company; conducts training in accordance with pre-determined schedule.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Inspects water department hydrants.

When assigned to the Fire Investigation Bureau, investigates causes of fires occurring within Baltimore City; gathers information and evidence by inspecting scene of fire and interviewing witnesses, suspects and victims; if arson is suspected, prepares reports of findings; meets with the State's attorneys to assist in case presentation; appears in court as expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally and to use basic word processing and spreadsheet programs.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - One year of experience in the class of Fire Lieutenant, Fire Lieutenant Suppression, Fire Lieutenant ALS or Fire Lieutenant ALS Suppression in the Baltimore City Fire Department; an accumulation of at least 30 credits from a regionally accredited institution and coursework should be in Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies: - Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an out of state equivalent driver's license acceptable to the Office of Risk Management **and** a Baltimore City driver's permit.

A certificate of course completion for Fire Officer II from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 300: Intermediate Incident Command Systems For Expanding Incidents.
Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Must hold and maintain current licenses and/or certifications as a condition of continued employment with the Baltimore City Fire Department.

ADOPTED: September 25, 2013

REVISED: April 15, 2015
January 18, 2017
February 13, 2019 (Requirement changes)

Baltimore City Department of Human Resources

FIRE CAPTAIN ALS

41239

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain, ALS supervises the activities of a fire company. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees implementation of fire station policies for a fire company; supervises company.

Develops schedule for housekeeping and watch duties for company; oversees maintenance of inventory for vehicles, tools and supplies; requisitions new supplies and equipment and repairs and modifications to house facilities.

Delegates and reviews work of shift lieutenants; disciplines fire company staff; reviews and signs performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates with company in the suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims and completes required documents.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

The Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records.

Recommends subordinates for acting out-of-title positions.

Informs Battalion Chief of shortage of shift personnel.

Schedules and designates topics for special training sessions for fire company; conducts training in accordance with pre-determined schedule.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Inspects water department hydrants.

When assigned to the Fire Investigation Bureau, investigates causes of fires occurring within Baltimore City; gathers information and evidence by inspecting scene of fire and interviewing witnesses, suspects and victims; if arson is suspected, prepares reports of findings; meets with the State's attorneys to assist in case presentation; appears in court as expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally and to basic word processing and spreadsheet programs.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Lieutenant, Fire Lieutenant Suppression, Fire Lieutenant ALS or Fire Lieutenant ALS Suppression in the Baltimore City Fire Department; an accumulation of at least 30 credits from a regionally accredited institution is required and coursework should be in Fire Science, management, business, public administration, medical/health, or other related curriculum.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 300: Intermediate Incident Command Systems For Expanding Incidents.
Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction.

A certificate of Course completion for Fire Officer II and Fire Instructor I from Maryland Fire & Rescue Institute or a Pro Board certificate.

Fire Captain ALS must hold and maintain Advanced Life-Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS)

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Must hold and maintain current licenses and/or certifications as a condition of continued employment with the Baltimore City Fire Department.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

ADOPTED: September 25, 2013

REVISED: January 18, 2017
February 13, 2019 (Requirement Changes)

Baltimore City Department of Human Resources

SENIOR FIRE OPERATIONS AIDE, ALS

41240

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Senior Fire Operations Aide, ALS provides a wide variety of administrative and technical support to an Assistant Chief of the Fire Department. Work of this class involves leading lower level field staff and office personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on-call 24 hours. Work is performed in an office as well as on the scene of emergency and non-emergency incidents where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires minimal physical activity such as handling heavy equipment and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Fire Operations Aide in that it involves leading lower level field staff and office personnel, and may supervise assigned detailed personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Acts as a liaison between the Assistant Chief and other division staff in the Fire Department to disseminate information, general orders, policies, directives and assignments.

Provides administrative staff support to the Assistant Chief of the Fire Department, reviews correspondence and reports from fire units for content and correctness, routes as appropriate.

As ordered by the Assistant Chief, establishes incident command posts, conducts surveys and makes recommendations as to the needs and requirements; informs superiors of such incident activities as equipment arrivals and locations, life endangerment and fire conditions and exposure problems; operates radio communication equipment receiving and transmitting messages regarding activities and requirements; collects and records data for preparing reports.

On the scene of an emergency, surveys and assesses emergency situations, reports and provides status update to the Assistant Chief and Command Staff, may recommend level of responses and specialized equipment needs, relays instructions to fire officers, maintains radio contact and assigns ground positions.

Maintains records and processes forms and reports in regard to staffing requirements and personnel activities such as transfers, overtime, accidents, injuries, FMLA, discipline, continuing education, performance evaluations and leave; coordinates daily staffing requirements regarding details, call-backs, second choice and special vacations, off-duty sickness, scheduling, training, and maintaining confidentiality of all documents.

Conducts research to provide information on inquiries in regard to report forms, procedures, rules and regulations.

Assigns and reviews the work of fire personnel assigned to Headquarters.

Monitors and maintains operational efficiency of the vehicle(s) and equipment assigned to the Assistant Chief's office; drives the vehicle(s) as assigned.

Maintains personnel and other confidential files and oversees maintenance of other important or sensitive record systems. May be assigned confidential duties.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting and other emergency procedures.

Knowledge of emergency communications procedures.

Knowledge of the geography, response routes and traffic patterns of Baltimore City.

Knowledge of Baltimore City and Fire Department rules, regulations, directives and procedures.

Ability to coordinate the activities of Fire Department's units.

Ability to establish and maintain an effective working relationship with a variety of people.

Ability to route and process forms and other documents.

Ability to speak and write effectively.

Ability to coordinate staffing requirements.

Ability to develop, implement and interpret policies and procedures.

Ability to coordinate the activities of various organizational units.

Ability to triage inquiries and complaints, and route and/or respond to them appropriately.

Ability to assess and assure the servicing of vehicles and other equipment.

Ability to maintain records and prepare reports.

Ability to use personal computers.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Four years of experience in Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services as a uniformed member in the Baltimore City Fire Department and currently in the class of Fire Operations Aide assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

Possession of an Emergency Medical Technician-Basic (EMT-B) certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Possession of certificates of completion of the National Incident Management System (NIMS) courses 100, 200 and 700 offered online.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

A valid City of Baltimore Driver's Permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE LIEUTENANT EMS PARAMEDIC

41241

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant EMS Paramedic (PM) supervises emergency medical response staff. Work of this class involves supervising paramedic and fire fighter personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends, evenings and holidays. Work is performed at scenes of accidents, or other hazardous situations. Work requires moderate physical effort such as lifting patients and calming violent patients.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises personnel assigned and or detailed to the Emergency Medical Services Division of the Fire Department; ensures full staffing of medic units and smooth transition of personnel between shifts; and ensures all personnel maintain professional demeanor and discipline.

Trains emergency medical services (EMS) providers in new procedures and use of new equipment and supplies; instructs and arranges for the instruction of EMS providers in the techniques of emergency medical care.

Responds to incidents involving three or more Medic Units, Med-E-Vac (helicopter), mass disasters, hazardous materials or violent patients; ensures triage of patients to area hospitals, actual transfer of patients and effective communication between personnel at scene of incident and hospital personnel receiving patients; responds to incidents involving Basic Life Support Reserve Medic Units or the back-up Medic Units as required.

Develops and maintains effective working relationships with emergency medical personnel at area hospitals.

Arranges for and ensures maintenance and cleanliness of emergency vehicles (ambulance) and medical supply inventory; ensures decontamination of vehicles that have carried patients with communicable diseases or pest infestation.

Reviews ambulance reports randomly for omissions, errors or problems.

Investigates citizen complaints, commendations and accidents involving Emergency Medical Services Division personnel and on the job injuries of firefighter or paramedic personnel; and documents findings of investigation of accused personnel and recommend disposition.

Arranges for road service or replacement of inoperable emergency vehicles, radios and other equipment to ensure uninterrupted and rapid response to emergency calls.

Writes reports justifying need for additional equipment and supplies.

Provides information to the media at scenes of incidents in accordance with privacy guidelines and Fire Department regulations; notifies family of injured Fire Department personnel and arranges transport of family members to the hospital; and transports Fire Department personnel from hospital.

Presents slide and tape shows, demonstrations, speeches and classes to school children, community groups and others upon request.

Keeps abreast of current advanced life support techniques.

May assume duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of ambulance operations.

Knowledge of intravenous therapy, EKG telemetry, cardiac defibrillation procedures and the administration of medications.

Knowledge of ambulance service regulations and procedures.

Ability to respond effectively in stressful situations.

Ability to perform intravenous therapy, EKG telemetry and cardiac defibrillation and to administer medications.

Ability to safely drive in emergency and non-emergency situations.

Ability to instruct.

Ability to supervise.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience in the class of Paramedic EMS PM and currently in the class of Paramedic EMS PM and currently assigned to the Emergency Medical Services Division or Fire Training Academy of the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 700: National Incident Management System; an Introduction
*Incident Command Systems 800: National Response Framework; an Introduction

A certificate of course completion for Fire Officer I and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol and identifying number.

A valid Maryland Class C Non-Commercial driver's license, or an equivalent driver's license and eligible to obtain a City of Baltimore Driver's Permit are required.

Must hold and maintain current Advanced Life Support licensure as a Paramedic from the Maryland Institute for Emergency Medical Services Systems.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Members seeking future promotions to the class of Fire Lieutenant EMS will be required to hold and maintain current Advanced Life Support licensure as a-Paramedic from the Maryland Institute for Emergency Medical Services Systems effective May 1, 2011.

ADOPTED: August 29, 1973

REVISED: September 19, 1973
January 29, 1975
August 24, 1978
August 8, 1984
February 2, 1990
May 14, 2001
March 11, 2003 MQ & license changed)
May 22, 2003 (MQ change)
May 30, 2007 (MQ and title change)
May 28, 2008 (class title & license changed)
July 15, 2009 (MQ & License changed)
September 14, 2011 (MQ change)
April 29, 2015
March 1, 2017

Baltimore City Department of Human Resources

FIRE CAPTAIN EMS PARAMEDIC

41242

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain EMS Paramedic (PM) oversees daily medical emergency response operations. Work of this class involves supervising the activities of paramedic and fire fighter personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed in an office and at the scenes of hazardous situations such as fires, accidents or mass disasters. Work requires moderate physical activity such as bending, lifting and crawling.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Emergency Medical Services Division of the Fire Department, enforces rules and regulations; oversees District response to medical emergencies.

Evaluates the effectiveness of district operations, services and personnel through observation and review of records; regularly reviews and analyzes data related to operational and personnel activity; reviews and recommends solutions to problems.

Oversees administrative matters of Emergency Medical Services District such as maintenance and processing of personnel and payroll records, inventory records and monthly statistical reports.

Conducts District level training relating to patient care and Emergency Medical Services operations.

Trains emergency medical services (EMS) providers in new procedures, and use of new equipment and supplies; instructs and arranges for the instruction of EMS providers in the techniques of emergency medical care.

Oversees the maintenance and use of apparatus, equipment and quarters to ensure readiness for duty.

Investigates and oversees the investigation of citizen complaints or accidents; reviews investigation reports and makes recommendations to prevent future accidents and complaints.

Develops and presents slide tape shows explaining Emergency Medical Services Division activities; prepares educational handouts explaining the work of paramedics and Emergency Medical Services Division; talks to community groups and school classes.

Responds to multiple alarm incidents or incidents of an extraordinary nature; coordinates medical responses at the scene of incidents to ensure and expedite the provision of effective medical services.

May assume duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of ambulance operations.

Knowledge of administrative techniques.

Knowledge of training methods and techniques.

Knowledge of laws and ordinances and rules and regulations governing operations of the Emergency Medical Services Division.

Knowledge of intravenous therapy, EKG telemetry and cardiac defibrillation procedures and the administration of drugs.

Ability to supervise.

Ability to develop a training program.

Ability to safely drive in emergency and non-emergency situations.

Ability to instruct.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience in the class of Fire Lieutenant EMS PM and currently in the class of Fire Lieutenant PM and currently assigned to the Emergency Medical Services Division or Fire Training Academy of the Baltimore City Fire Department.

An accumulation of at least 30 credits from a regionally accredited institution is required and coursework should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an out of state equivalent driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff – Complex Incidents
*Incident Command Systems 700: National Incident Management System; an Introduction
*Incident Command Systems 800: National Response Framework; an Introduction

A certificate of course completion for Fire Officer II and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol and identifying number.

Must hold and maintain current Advanced Life Support licensure as a Paramedic from the Maryland Institute for Emergency Medical Services Systems.

NOTE: National Fire Academy (NFA) courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Members seeking future promotions to the class of Fire Captain EMS will be required to hold and maintain current Advanced Life Support licensure as a Paramedic, from the Maryland Institute for Emergency Medical Services Systems effective May 1, 2011.

ADOPTED: January 1, 1956

REVISED: March 23, 1961
May 14, 1975 (title changed)
June 4, 1975 (title changed)
August 8, 1984
September 9, 1993
March 11, 2003 (license changed)
May 30, 2007 (MQ and title changed)
May 28, 2008 (class title & license changed)
July 14, 2009 (MQ & license changed)
September 14, 2011(MQ change)
April 29, 2015
March 1, 2017
February 13, 2019 (Requirements change)
July 15, 2023

Baltimore City Department of Human Resources

BATTALION FIRE CHIEF EMS PARAMEDIC

41243

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Battalion Fire Chief EMS Paramedic (PM) directs and coordinates the operations and activities of citywide fire emergency medical services on an assigned shift. Work of this class involves directing the activities of fire emergency medical work units.

Incumbents receive general supervision from a technical superior. Employees in this class work on a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires and medical emergencies where there is occasional exposure to hazardous conditions such as burning buildings, smoke-filled rooms and collapsing structures. Work requires moderate physical activity.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.

Directs and coordinates the operations of citywide fire emergency medical services on an assigned shift involving medical services personnel, medical evaluations, apparatus, equipment and patient care; directs the on-site provision of emergency medical services during emergencies and recommends treatment plans.

Directs and reviews the work of EMS subordinates assigned to individual companies; maintains required citywide emergency medical staffing levels on assigned shift; reallocates staff based on changing priorities and situations; makes final on-site medical triage determinations concerning fire staff and victims; oversees the on-site medical rehabilitation of fire suppression staff.

Reviews reports generated by medical units; screens reports for accuracy, completeness and problems; investigates all complaints and incidents involving emergency medical services on assigned shift; resolves problems or refers to superior officer with recommendations.

Instructs medical services officers and staff and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Inspects emergency medical services personnel, quarters, engines, apparatus and equipment; recommends disciplinary action where necessary; conducts debriefing and counseling sessions for staff involved in extreme emergency incidents.

Responds to multi-alarm fires and is responsible for emergency medical services activities and staff at the fire scene; coordinates provision of on-site emergency medical services with fire suppression staff; and coordinates city emergency medical services and mutual aid responses with those of surrounding counties during multi-jurisdictional emergencies.

Conducts EMS investigations and reviews emergency medical services evidence and information; ensures compliance with laws and regulations; supervises the preparation of officers and paramedics for appearance in court as expert witnesses.

Assists superior officer in developing policies and procedures for the operation of the bureau within the guidelines of the Fire Department Manual of Operations; directs the record keeping activities of the bureau on assigned shift.

Reviews and prepares reports for superiors on legislative proposals impacting fire emergency medical services in Baltimore City.

Provides or oversees the provision of in-service training to staff on assigned shift.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the modern methods of and provision of fire emergency medical services.

Knowledge of the laws, ordinances, rules and regulations governing Fire Department operations.

Ability to rapidly coordinate and deploy fire emergency medical services staff and equipment on a citywide and regional basis during multi-emergency situations.

Ability to make rapid multiple medical evaluations and treatment determinations for fire department staff and others at the scene of emergencies.

Ability to communicate effectively both orally and in writing.

Ability to evaluate the physical and mental health conditions, counsel and debrief fire emergency medical services and fire suppression staff on-site.

Ability to establish and maintain effective liaisons with other Fire Department officers, city officials, hospital administrators and physicians and fire officers in surrounding jurisdictions.

Ability to drive in emergency and non-emergency situations.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Captain EMS PM in the Baltimore City Fire Department.

An accumulation of at least 60 credits from a regionally accredited institution is required and coursework should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out of state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain both current Advanced Life-Support licensures as a Paramedic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) and certification as a MFRI Instructor II from the Maryland Fire and Rescue Institute (MFRI) or Instructor II certification from National Professional Qualifications System (NPQS) or International Fire Service Accreditation Congress (IFSAC).

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA), OR Maryland Fire and Rescue Institute (MFRI) for:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: an Introduction.
*Incident Command Systems 800: National Response Framework: an Introduction

National Fire Academy (NFA) COURSES r337/n337/o337 Command and General Staff Functions for Local Incident Management Teams (2007 and/or later) are acceptable equivalents for Incident Command 300 & 400.

A certificate of course completion for Fire Officer III from the Maryland Fire Rescue Institute (MFRI) OR a certificate issued by the Pro Board.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: March 23, 1961

REVISED: June 4, 1975 (title changed)
August 8, 1984
February 1, 1996 (title changed)
May 30, 2007 (MQ, license and title changed)
May 28, 2008 (class title and license changed)
September 23, 2008
November 7, 2008
February 26, 2009 (MQ and license changed)
March 25, 2015
February 17, 2017
January 30, 2019 (MQ and license update)

Baltimore City Department of Human Resources

FIRE EMERGENCY SERVICES INSTRUCTOR

41244

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Emergency Services Instructor plans, develops and delivers various training modules to fire personnel in how to respond and mitigate hazardous incidents, extinguish fires, perform rescues and provide emergency medical assistance. Work of this class does not involve the full range of supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work week to include 4-10 hour days with one rotating day off. Employees in this class work at the Fire Academy or a classroom setting, where normal working conditions exists. Work in this class will require at times, strenuous physical activity such as performing physical fitness training, climbing ladders, lifting and crawling, and working while wearing self-contained positive pressure breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, develops and delivers training programs based on the needs of the agency.

Provides classroom instruction to members of the department in assigned subject area of expertise, to include basic and advanced emergency medical services, fire suppression, basic and technical rescue, fire service management, reading, writing, mathematics and computer skills.

Trains Emergency Medical Technicians, Firefighter recruits and members on inspecting dwellings, business and other buildings for compliance with fire, building, electrical and housing codes.

Drives, operates and maintains emergency vehicles and equipment.

Conducts student assessments and testing and provides additional training and material review to ensure student success.

Compiles and maintains training program records and databases; writes reports and evaluates program for effectiveness.

Develops, implements, interprets and recommends changes in training program policies and procedures.

Operates audio-visual equipment, slide projectors and recording equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of instructional design principles, techniques, materials and resources.

Knowledge of organization and formats of training courses.

Knowledge of instruction techniques and course development

Skill in instructing others.

Skill in planning and conducting a variety of training programs.

Ability to respond and teach others to respond quickly under pressure.

Ability to operate a computer and basic computer programs.

Ability to follow written and oral directions.

Ability to design, create and update various learning and training modules.

Ability to communicate effectively both orally and written.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience as a sworn member of the Baltimore City Fire Department.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Fire Instructor II under Maryland Fire Service Professional Qualification Board is required.

Licensure as an EMT) from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A valid Maryland Class C Noncommercial driver's license or an equivalent out of state driver's license acceptable to the office of Risk Management and a Baltimore City driver's permit.

Obtain MFRI EVOC certification within one year of appointment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members appointed to this class **MUST** within one year of appointment obtain qualification as a State Certified instructor under the Maryland Instructor Certification Board as identified in Title 13B Maryland Higher Education Commissioner Subtitle 03 Fire-Rescue Education and Training Commission 3B.03.01 "Certification Standards and Procedures for Emergency Services Instructors." The certification must be in one of the following disciplines: Fire, Rescue, EMS, Hazmat or Management. Within two years of appointment **MUST** obtain a second qualification as an MICRB instructor in a remaining Fire, Rescue, EMS, Hazmat or Management discipline as discussed with the Emergency Services Instructor Supervisor.

ADOPTED: October 23, 2013

REVISED: March 25, 2015
March 8, 2018 (requirements; licenses and certifications)
September 14, 2020 (license changes/certifications)

Baltimore City Department of Human Resources

FIRE EMERGENCY SERVICES INSTRUCTOR SUPERVISOR

41245

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Emergency Services Instructor Supervisor supervises, the planning and developing of various training modules to fire personnel in how to respond and mitigate hazardous incidents, extinguish fires, perform rescues and provide emergency medical assistance. Work of this class involves supervising training personnel.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a conventional work week to include 4-10 hour days with one rotating day off. Employees in this class work at the Fire Academy or a classroom setting, where normal working conditions exists. Work in this class will require at times, strenuous physical activity such as performing physical fitness training, climbing ladders, lifting and crawling, and working while wearing self-contained positive pressure breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns instructors to lead, support and assist in certified training.

Coordinates the administering and proctoring of certified course examinations and ensures proper documentation and record keeping of certification paperwork.

Supervises the planning and developing of training programs based on the needs of the agency.

Oversees the classroom and hands on instruction to members of the department in assigned subject area of expertise, to include basic and advanced emergency medical services, fire suppression, basic and technical rescue, fire service management, reading, writing, mathematics and computer skills.

Oversees the training of Emergency Medical Technicians, Firefighter recruits and members on inspecting dwellings, business and other buildings for compliance with fire, building, electrical and housing codes to ensure training is meeting safety and department regulations.

Conducts classroom and hands on training for senior and management personnel.

Prepares and maintains schedules for classroom and hands on training exercises.

Drives, operates and maintains emergency vehicles and equipment.

Reviews student assessments and testing results, to modify additional training and material review to ensure student success.

Compiles and maintains training program records and databases; writes reports and evaluates program for effectiveness.

Develops, implements, interprets and recommends changes in training program policies and procedures.

Operates audio-visual equipment, slide projectors and recording equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of complex instructional design principles, techniques, materials and resources.

Knowledge of organization and formats of training courses.

Knowledge of instruction techniques and course development

Skill in instructing others.

Skill in planning and conducting a variety of training programs.

Ability to respond and teach others to respond quickly under pressure.

Ability to operate a computer and basic computer programs.

Ability to follow written and oral directions.

Ability to design, create complex training modules.

Ability to communicate effectively both orally and written.

Supervisory responsibility.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience as a sworn member of the Baltimore City Fire Department, and have three consecutive years as an Emergency Services Instructor and currently assigned to the Fire Academy.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Maryland State Certified Instructor and an Instructor Evaluator as outlined by COMAR regulations is required.

Licensure as an EMT from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A valid Maryland EVOC card or an equivalent out-of-state EVOC card acceptable to the Office of Risk Management is required.

A valid Maryland Class C Non-Commercial driver's license or an equivalent out of state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 23, 2013

REVISED: March 25, 2015
March 8, 2018 (Requirements)
September 15, 2020 (license change/certification)
November 7, 2020 (license change)

Baltimore City Department of Human Resources

FIRE EMERGENCY SERVICES INSTRUCTOR, ALS

41246

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Emergency Services Instructor, ALS plans, develops and delivers various training modules to fire personnel in how to respond and mitigate hazardous incidents, extinguish fires, perform rescues and provide emergency medical assistance. Work of this class does not involve the full range of supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a conventional work week to include 4-10 hour days with one rotating day off. Employees in this class work at the Fire Academy or a classroom setting, where normal working conditions exists. Work in this class will require at times, strenuous physical activity such as performing physical fitness training, climbing ladders, lifting and crawling, and working while wearing self-contained positive pressure breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, develops and delivers training programs based on the needs of the agency.

Provides classroom instruction to members of the department in assigned subject area of expertise, to include basic and advanced emergency medical services, fire suppression, basic and technical rescue, fire service management, reading, writing, mathematics and computer skills.

Trains Emergency Medical Technicians, Firefighter recruits and members on inspecting dwellings, business and other buildings for compliance with fire, building, electrical and housing codes.

Drives, operates and maintains emergency vehicles and equipment.

Conducts student assessments and testing and provides additional training and material review to ensure student success.

Compiles and maintains training program records and databases; writes reports and evaluates program for effectiveness.

Develops, implements, interprets and recommends changes in training program policies and procedures.

Operates audio-visual equipment, slide projectors and recording equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of instructional design principles, techniques, materials and resources.

Knowledge of organization and formats of training courses.

Knowledge of instruction techniques and course development

Skill in instructing others.

Skill in planning and conducting a variety of training programs.

Ability to respond and teach others to respond quickly under pressure.

Ability to operate a computer and basic computer programs.

Ability to follow written and oral directions.

Ability to design, create and update various learning and training modules.

Ability to communicate effectively both orally and written.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and five years of experience as a sworn member of the Baltimore City Fire Department.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Fire Instructor II under Maryland Fire Service Professional Qualification Board is required.

Licensure as an EMT-Paramedic (EMT-P) or as a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services System (MIEMSS).

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and Baltimore City Driver's permit is required.

Obtain a MFRI EVOC certification within one year of appointment.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute of Emergency Medical Services Systems will be placed in the lower classification of Fire Emergency Services Instructor.

Members appointed to this class **MUST** within one year of appointment obtain qualification as a State certified instructor under the Maryland Instructor Certification Review Board as identified in Title 13B Maryland Higher Education Commissioner Subtitle 03 Fire-Rescue Education and Training Commission 3B.03.01 "Certification Standards and Procedures for Emergency Services Instructors." The certification must be in one of the following disciplines: Fire, Rescue, EMS, Hazmat or Management. Within two years of appointment **MUST** obtain a second qualification as an MICRB instructor in a remaining Fire, Rescue, EMS, Hazmat or Management discipline as discussed with the Emergency Services Instructor Supervisor.

Members must hold and maintain current Advanced Life Support licensure as an Emergency Medical Technician-Paramedic or as a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Members appointed to this job class must have an annual skills evaluation done in one of their approved disciplines.

ADOPTED: October 23, 2013
March 12, 2018 (Requirements, Licenses, Certifications)
September 14, 2020 (license change/certification)

Baltimore City Department of Human Resources

FIRE EMERGENCY SERVICES INSTRUCTOR SUPERVISOR, ALS

41247

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Emergency Services Instructor Supervisor, ALS supervises, the planning and developing of various training modules to fire personnel in how to respond and mitigate hazardous incidents, extinguish fires, perform rescues and provide emergency medical assistance. Work of this class involves supervising training personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional work week to include 4-10 hour days with one rotating day off. Employees in this class work at the Fire Academy or a classroom setting, where normal working conditions exists. Work in this class will require at times, strenuous physical activity such as performing physical fitness training, climbing ladders, lifting and crawling, and working while wearing self-contained positive pressure breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns instructors to lead, support and assist in certified training.

Coordinates the administering and proctoring of certified course examinations and ensures proper documentation and record keeping of certification paperwork.

Supervises the planning and developing of training programs based on the needs of the agency.

Oversees the classroom and hands on instruction to members of the department in assigned subject area of expertise, to include basic and advanced emergency medical services, fire suppression, basic and technical rescue, fire service management, reading, writing, mathematics and computer skills.

Oversees the training of Emergency Medical Technicians, Firefighter recruits and members on inspecting dwellings, business and other buildings for compliance with fire, building, electrical and housing codes to ensure training is meeting safety and department regulations.

Conducts classroom and hands on training for senior and management personnel.

Prepares and maintains schedules for classroom and hands on training exercises.

Drives, operates and maintains emergency vehicles and equipment.

Reviews student assessments and testing results, to modify additional training and material review to ensure student success.

Compiles and maintains training program records and databases; writes reports and evaluates program for effectiveness.

Develops, implements, interprets and recommends changes in training program policies and procedures.

Operates audio-visual equipment, slide projectors and recording equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of training adults.

Knowledge of complex instructional design principles, techniques, materials and resources.

Knowledge of organization and formats of training courses.

Knowledge of instruction techniques and course development

Skill in instructing others.

Skill in planning and conducting a variety of training programs.

Ability to respond and teach others to respond quickly under pressure.

Ability to operate a computer and basic computer programs.

Ability to follow written and oral directions.

Ability to design, create complex training modules.

Ability to communicate effectively both orally and written.

Supervisory responsibility.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and eight years of experience as a sworn member of the Baltimore City Fire Department working in Emergency Medical Services or Fire Suppression, and have three consecutive years and currently assigned to the Fire Academy.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Certification as a Maryland State Certified Instructor and an Instructor Evaluator as outlined by COMAR regulations is required.

Licensure as an EMT-I, EMT-Paramedic (EMT-P) or as a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

A valid Maryland EVOC card or an equivalent out-of-state EVOC card acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute of Emergency Medical Services Systems will be placed in the lower classification of Fire Emergency Services Instructor Supervisor.

NOTE: Members must hold current Advanced Life Support licensure as an Emergency Medical Technician-Intermediate, Emergency Medical Technician-Paramedic or a Cardiac Rescue Technician (CRT) from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

NOTE: Members appointed to this classification must **complete and pass** an initial and annual Physical Fitness Exam developed by the Baltimore City Fire Academy.

ADOPTED: October 23, 2013

Baltimore City Department of Human Resources

FIRE LIEUTENANT

41248

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant supervises the activities of a fire company on an assigned shift. Work of this class involves supervising fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises fire fighting personnel and ensures implementation of departmental policies on an assigned shift.

On an assigned shift, delegates housekeeping chores and watch duties to fire fighting personnel in accordance with superior's schedule; oversees maintenance and use of vehicles, tools and supplies; requisitions repair of faulty equipment; may requisition tools and equipment to replenish supplies.

Delegates and reviews work of assigned shift; disciplines fire company staff; reviews performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates in suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims. Completes all required documentation.

Supervises and participates in the control of gas and chemical leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of victims from accidents and other mishaps.

Maintains inventory, payroll, personnel, fire incident, medical incident and other company records in accordance with departmental policies.

The Fire Lieutenant resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records of medic unit personnel.

Informs Battalion Chief of shortage of shift personnel.

Conducts training of members on assigned shift in accordance with pre-determined schedule; may determine topic of training session.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; notifies owner of building or others of code violations; submits report of code violations to appropriate authority.

Inspects water department hydrants.

When assigned to the Bureau of Investigation performs various administrative support duties; writes instructional programs for office use of the computer; compiles statistics and answers the telephone.

Responds to fires in order to investigate cause; interviews witnesses, suspects and victims; gathers necessary information and evidence and prepares reports; appears in court as an expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports and use basic word processing and spreadsheet programs

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department in and currently assigned to one of the following areas: Fire Suppression, Fire Prevention, Fire Training, Administration or Investigative Services is required by the date of the examination.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license **and** a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician – Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of course completion for Fire Officer I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
Incident Command Systems 700: National Incident Management System: an Introduction
Incident Command Systems 800: National Response Framework: an Introduction

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTES: Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute is required within six months of appointment.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 2013

REVISED: April 15, 2015
January 18, 2017

Baltimore City Department of Human Resources

FIRE LIEUTENANT ALS

41249

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant ALS supervises the activities of a fire company on an assigned shift. Work of this class involves supervising fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises fire fighting personnel and ensures implementation of departmental policies on an assigned shift.

On an assigned shift, delegates housekeeping chores and watch duties to fire fighting personnel in accordance with superior's schedule; oversees maintenance and use of vehicles, tools and supplies; requisitions repair of faulty equipment; may requisition tools and equipment to replenish supplies.

Delegates and reviews work of assigned shift; disciplines fire company staff; reviews evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates in suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims. Completes all required documentation.

Supervises and participates in the control of gas and chemical leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of victims from accidents and other mishaps.

Maintains inventory, payroll, personnel, fire incident and other company records in accordance with departmental policies.

The Fire Lieutenant resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records of assigned personnel.

Informs Battalion Chief of shortage of shift personnel.

Conducts training of members on assigned shift in accordance with pre-determined schedule; may determine topic of training session.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; notifies owner of building or others of code violations; submits report of code violations to appropriate authority.

Inspects water department hydrants.

When assigned to the Fire Prevention Bureau, reviews architectural plans for new construction and institutional buildings and places of public assembly to ensure compliance with Fire Prevention Code; notifies appropriate person of fire code violations; assists in the development of fire prevention codes and policies; makes recommendations regarding proposed legislation affecting the Fire Prevention Code.

When assigned to the Bureau of Investigation performs various administrative support duties; writes instructional programs for office use of the computer; compiles statistics and answers the telephone.

Responds to fires in order to investigate cause; interviews witnesses, suspects and victims; gathers necessary information and evidence and prepares reports; appears in court as an expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports and the ability to use basic word processing and spreadsheet software.

Ability to drive in emergency and non-emergency situations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department in and currently assigned to one of the following areas: Fire Suppression, Fire Prevention, Fire Training, Administration or Investigative Services is required by the date of the examination.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A certificate of course completion for Fire Officer I and Fire Instructor I from Maryland Fire & Rescue Institute (MFRI) or a Pro-Board Certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
Incident Command Systems 700: National Incident Management System: an Introduction
Incident Command Systems 800: National Response Framework: an Introduction

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTES: Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute is required within six months of appointment.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems

(MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: September 25, 2013

REVISED: January 18, 2017

Baltimore City Department of Human Resources

FIRE LIEUTENANT SPECIAL OPERATIONS, DIVE

41250

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant Special Operations, Dive supervises the activities of the Dive Rescue Team at the scene of a rescue situation. Work of this class involves supervising fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of water rescue where there maybe exposure to frigid water and hazardous conditions such as water debris and contaminated spills. Work requires strenuous physical activity such prolonged swimming and diving. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises all members of the Special Operations Dive Team at the scene of a water rescue incident.

Oversees the training and continuing education programs; ensures training programs are well planned and conducted safely and that training documentations are current and accurate.

Oversees the Dive rescue related risk management and loss control by providing a safe environment for members.

Delegates and reviews work of disciplines and conduct and signs performance evaluations of fire company staff on an assigned shift.

Provides guidance to fire fighting personnel and participates in water rescue situations.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims.

Maintains inventory of equipment and ensures the timely repair of essential equipment to enable team members to operate safely all times during training and rescue missions.

Informs Battalion Chief Special Operations of shortage of personnel.

Conducts training of members in accordance with pre-determined schedule; may determine topic of training session.

Manages and maintains the Dive Rescue Team budget; assist in creating the operational budget in coordination with Administration.

Ensures that all Dive vehicles, equipment and specialized equipment are safe and in compliance with standards and are available for response to incidents.

Provides routine inspection of equipment; ensures scheduled preventive maintenance is performed within a timely manner.

Ensures staff is in compliance with federal, state and local certifications.

Responds to water rescue incidents in order to investigate cause; interviews witnesses, suspects and victims; gathers necessary information and evidence and prepares reports; appears in court as an expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of National Incident Management Systems; NFPA 1006 & 1670 and applicable dive rescue regulations.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of CPR and first aid.

Knowledge of protocols for hazardous diving.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to express ideas clearly in written and oral reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Two years of experience as an operational member of a recognized Dive Rescue Team.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

Current certification as a Maryland Emergency Medical Technician – Basic or ALS certification from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

Employees must have the following certifications issued by Dive Rescue International:

Public Safety Diver
Encapsulated Diver
Med-Dive
Dive Rescue 1 (Dive Rescue Specialist)

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
Incident Command Systems 700: National Incident Management System; an Introduction
Incident Command Systems 800: National Response Framework; an Introduction

A certificate of course completion for Fire Officer I and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Seal and identifying number.

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NOTE: Those eligible who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 2014

REVISED: August 26, 2015

Baltimore City Department of Human Resources

FIRE CAPTAIN, INVESTIGATION AND PREVENTION SERVICES

41254

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain, Investigation and Prevention Services supervises the work of Fire Lieutenants, Investigation and Prevention Services, Fire Inspectors and fire personnel for adherence to the Fire Prevention Codes, assigns and reviews the architectural plans for new construction and renovation to ensure compliance with Fire Prevention Codes. Work of this class involves supervising Fire Lieutenants, Investigation and Prevention Services, Fire Inspectors and inspection personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating day shift. Work is primarily in an office, but is also performed at construction sites and at fire scenes where there may be exposure to hazardous conditions such as deteriorating or collapsing structures, vermin, burning buildings smoke filled rooms and toxic fumes from hazardous materials, gas and chemical leaks. Work may involve long periods of standing, walking climbing and crouching with occasional periods of strenuous physical activity such as climbing ladders, lifting and crawling. Work may also require wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the office of the Fire Marshal, supervises Fire Lieutenants, Investigation and Prevention Services, inspectors and fire personnel engaged in fire code building inspection, fire safety and code public education and fire code compliance permit work for adherence to local, state, national fire and related building safety and prevention codes.

Develops and manages all fire educational campaigns for fire safety and prevention as needed.

Conducts and develops training modules for new members and continuing educational modules for existing members.

May be required to Conduct on-site large scale complex fire protection systems testing, complex construction projects to ensure compliance with applicable codes and regulations and to resolve code or life safety issues.

Reviews and approves complex architectural and construction plans for large new construction and/or renovations as needed.

As required meets with developers, builders and project managers to discuss and facilitate the resolution of deficiencies identified during the review process; provides interpretations of national, state and local fire prevention codes and regulations and conducts public education sessions and programs on national, state and local fire prevention codes.

Inspects multi-dwellings structures for compliance with building, fire, electrical and housing codes in accordance with pre-determined schedule; observes layouts of structures, cites code violations, issues violation notices for environmental and civil citations utilizing a computerized system to property owners.

As required, represents the Fire Department at meetings with architects, property owners, project managers, community groups, to advise on the fire prevention program and to explain fire and building code interpretation.

Periodically reviews and edits the Baltimore City Fire Prevention Code; composes amendments reflecting current technical innovations in building construction and fire prevention.

Develops new policies and procedures for bureau; revises fire codes to conform to new legislation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the provisions of the Baltimore City Fire Prevention Code and applicable Federal and State legislation and codes.

Knowledge of laws and ordinances, rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire, electrical and housing codes.

Knowledge of fire prevention techniques.

Skill in reviewing complex architectural, construction and renovation plans for compliance with fire prevention codes, occupancy load, construction type and life safety issues.

Skill in inspecting property and determining code violations.

Skill in evaluating architectural plans, fire safety plans and egress routes.

Skill in interpreting, applying and advising other on fire prevention codes.

Ability to develop policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to maintain legible, accurate and thorough records and documentation.

Ability to train others.

Ability to express ideas clearly in writing and orally.

Ability to develop public education and in-house training programs.

Ability to deal effectively with the general public.

Ability to research and analyze fire prevention codes and current trends and innovations in construction techniques and materials to recommend changes in codes, procedures and legislation.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience in the class of Fire Lieutenant or Fire Lieutenant, Investigation and Prevention Services and currently assigned to the Office of the Fire Marshal.

An accumulation of at least 30 credits from a regionally accredited institution is required and coursework should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Employees in this class must hold and maintain certification as a MFRI Fire Inspector III from the Maryland Fire and Rescue Institute (MFRI) OR Fire Inspector III certification from National Professional Qualifications Systems (NPQS) OR International Fire Service Accreditation Congress (IFSAC).

Employees in this class must hold and maintain current certification as a Maryland Emergency Medical Technician from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A certificate of course completion for Fire Officer II and Instructor I, from the Maryland Fire Rescue Institute (MFRI) OR a certificate issued by the Pro Board.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems

Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents

*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents

*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents

Incident Command Systems 700: National Incident Management System: an Introduction

Incident Command Systems 800: National Response Framework: an Introduction

*NFA Courses R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command Systems 300 and 400.

*The certification from the Pro-board must have the Pro-Board Accreditation symbol with identifying number.

VII. NOTES: Employees in this class must obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore pursuant to Article 19, Subtitle 71, "Special Enforcement Officers", of the Baltimore City Code within six months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal.

The Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be at least 21 years of age at time of Certification.

Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute is required within six months of appointment.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional education course and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certifications or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 16, 2011

REVISED: March 13, 2013
May 29, 2014
July 24, 2014

December 29, 2016
March 13, 2019 (MQ updates)
September 12, 2019
September 17, 2019

Baltimore City Department of Human Resources

FIRE LIEUTENANT, URBAN SEARCH AND RESCUE

41255

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant, Urban Search and Rescue supervises the activities of a squad assigned to complete search and rescue services at the scene of disasters or emergencies. Work of this class involves supervising fire rescue personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of disasters and emergencies where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Emergency Management, supervises, coordinates and manages all logistical activities for the search and rescue task force.

Assigns, reviews work of rescue personnel; completes performance evaluations.

Coordinates with Logistics unit on task force issues and concerns.

Prepares and completes all task force personnel documents, fleet documents and shipping manifests.

Supervises equipment procurement to ensure task force requests for equipment and supplies are being correctly and quickly completed.

Coordinates all training exercises for the Urban Search and Rescue task force team.

Reviews and prepares statistical and narrative reports.

Assists in developing and updating annual training schedules.

Assists in developing and executing training modules.

Manages and ensures proper maintenance of Urban Search and Rescue Task Force fleet.

Maintain and manage records and personnel files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of National Incident Management System (NIMS), and.search and rescue techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a Urban Search and Rescue Logistic Manager or three years as a Branch Manager for a recognized Urban Search and Rescue Task Force.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license **and** a City of Baltimore Driver's Permit are required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Those eligibles for appointment to a position in this class must agree to obtain the Maryland Instructor Certification Review Board for State Certified Instructors and Instructor Evaluators within one (1) year of appointment. Failure to obtain and maintains these certifications is grounds for removal from this class.

Those eligibles for appointment to a position in this class must agree to obtain the following licenses/certifications within two (2) years of appointment. Failure to obtain and maintain these licenses/certifications is grounds for removal from this class:

- U.S. Department of Transportation Title 49CFR-Hazardous Materials in Grounds Transportation
- Logistics Specialist
- U.S. Military Air Transport Certification (AFMAN 23-204)
- OSHA approved Forklift Certification
- Air and Ground Official for Transportation Requirement and Regulations Certification from the International Air Transport Association (IATA)

Employees assigned to this class are required to hold and maintain current certification as a condition of employment. Employees are also required to obtain and maintain any additional certification or take any additional training required to perform the duties of this classification.

ADOPTED: February 27, 2013

REVISED: October 31, 2013
February 3, 2014 (licensed changed)

Baltimore City Department of Human Resources

FIRE CAPTAIN URBAN SEARCH AND RESCUE

41256

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain Urban Search and Rescue oversees and manages the operations of fire personnel engaged in urban search and rescue services at the scene of disasters and emergencies. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of disasters and emergencies where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Emergency Management, recruits, supervises and organizes Task Force Membership.

Oversee all medical personnel and provides training to ensure credentials are maintained.

Delegates and reviews work of task force members; disciplines staff; reviews and signs performance evaluations of all members.

Provides guidance to personnel and participates with task force members in the search and rescue; observes other members of task force for compliance with required safety methods and proper rescue techniques.

Serve as officer-in-charge in order to maintain parallel structure in the section.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of task force journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

Resolves personnel problems; disciplines regarding dress and conduct, monitors attendance and maintains personnel records of personnel.

Schedules and designates topics for special training sessions for task force; conducts training in accordance with pre-determined schedule.

Oversees search and rescue of buildings and multiple dwellings to ensure all parties are accounted for; trains other company staff on site in the performance of inspections.

Observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of National Response Framework and Urban Search & Rescue Response System.

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of the National Incident Management System (NIMS), and National Preparedness Goals.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform CPR and first aid.

Ability to express ideas clearly in writing and orally.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Five years of experience as an Urban Search and Rescue Program Manager of a Urban Search and Rescue Task Force Team.

Equivalencies: - Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

Security Clearance by The Department of Homeland Security (DHS) or the Federal Bureau of Investigation (FBI).

Possession of current Maryland Instructor Certification Review Board certificate for State certified Instructor and Instructor Evaluator.

Completion of the following Federal Emergency Management Agency (FEMA) courses:

- Urban Search and Rescue Task Force Leader Course, FEMA
- Urban Search and Rescue Plans Team Course, FEMA
- Urban Search and Rescue Medical Team Course, FEMA
- Urban Search and Rescue Structural Collapse Technician, FEMA

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Employees in this class must hold and maintain valid licenses and certifications as a Condition of employment. Employees are also required to obtain and maintain any additional certifications or take any additional training required to perform the duties of this classification.

ADOPTED: February 27, 2013

REVISED: October 2, 2013
April 19, 2016 (license changed)

Baltimore City Department of Human Resources

FIRE LIEUTENANT, URBAN SEARCH AND RESCUE, ALS

41257

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant, Urban Search and Rescue, ALS supervises the activities of a squad assigned to complete search and rescue services at the scene of disasters or emergencies. Work of this class involves supervising fire rescue personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of disasters and emergencies where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Emergency Management, supervises, coordinates and manages all logistical activities for the search and rescue task force.

Assigns, reviews work of rescue personnel; completes performance evaluations.

Coordinates with Logistics unit on task force issues and concerns.

Prepares and completes all task force personnel documents, fleet documents and shipping manifests.

Supervises equipment procurement to ensure task force requests for equipment and supplies are being correctly and quickly completed.

Coordinates all training exercises for the Urban Search and Rescue task force team.

Reviews and prepares statistical and narrative reports.

Assists in developing and updating annual training schedules.

Assists in developing and executing training modules.

Manages and ensures proper maintenance of Urban Search and Rescue Task Force fleet.

Maintain and manage records and personnel files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of National Incident Management System (NIMS), and.search and rescue techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a Urban Search and Rescue Logistic Manager or three years as a Branch Manager for a recognized Urban Search and Rescue Task Force.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license **and** a City of Baltimore Driver's Permit are required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Those eligibles for appointment to a position in this class must agree to obtain the Maryland Instructor Certification Review Board for State Certified Instructors and Instructor Evaluators within one (1) year of appointment. Failure to obtain and maintains these certifications is grounds for removal from this class.

Those eligibles for appointment to a position in this class must agree to obtain the following licenses/certifications within two (2) years of appointment. Failure to obtain and maintain these licenses/certifications is grounds for removal from this class:

- U.S. Department of Transportation Title 49CFR-Hazardous Materials in Grounds Transportation
- Logistics Specialist
- U.S. Military Air Transport Certification (AFMAN 23-204)
- OSHA approved Forklift Certification
- Air and Ground Official for Transportation Requirement and Regulations Certification from the International Air Transport Association (IATA)

Employees assigned to this class are required to hold and maintain current certification as a condition of employment. Employees are also required to obtain and maintain any additional certification or take any additional training required to perform the duties of this classification.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE CAPTAIN URBAN SEARCH AND RESCUE

41258

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain Urban Search and Rescue oversees and manages the operations of fire personnel engaged in urban search and rescue services at the scene of disasters and emergencies. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of disasters and emergencies where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Office of Emergency Management, recruits, supervises and organizes Task Force Membership.

Oversee all medical personnel and provides training to ensure credentials are maintained.

Delegates and reviews work of task force members; disciplines staff; reviews and signs performance evaluations of all members.

Provides guidance to personnel and participates with task force members in the search and rescue; observes other members of task force for compliance with required safety methods and proper rescue techniques.

Serve as officer-in-charge in order to maintain parallel structure in the section.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of task force journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

Resolves personnel problems; disciplines regarding dress and conduct, monitors attendance and maintains personnel records of personnel.

Schedules and designates topics for special training sessions for task force; conducts training in accordance with pre-determined schedule.

Oversees search and rescue of buildings and multiple dwellings to ensure all parties are accounted for; trains other company staff on site in the performance of inspections.

Observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of National Response Framework and Urban Search & Rescue Response System.

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of the National Incident Management System (NIMS), and National Preparedness Goals.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform CPR and first aid.

Ability to express ideas clearly in writing and orally.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Five years of experience as an Urban Search and Rescue Program Manager of a Urban Search and Rescue Task Force Team.

Equivalencies: - Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management and a City of Baltimore Driver's Permit are required.

Security Clearance by The Department of Homeland Security (DHS) or the Federal Bureau of Investigation (FBI).

Possession of current Maryland Instructor Certification Review Board certificate for State certified Instructor and Instructor Evaluator.

Completion of the following Federal Emergency Management Agency (FEMA) courses:

- Urban Search and Rescue Task Force Leader Course, FEMA
- Urban Search and Rescue Plans Team Course, FEMA
- Urban Search and Rescue Medical Team Course, FEMA
- Urban Search and Rescue Structural Collapse Technician, FEMA

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Employees in this class must hold and maintain valid licenses and certifications as a Condition of employment. Employees are also required to obtain and maintain any additional certifications or take any additional training required to perform the duties of this classification.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

BATTALION FIRE CHIEF SPECIAL OPERATIONS

41259

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Battalion Fire Chief Special Operations directs the activities of the Baltimore City Special Operations Unit. Work of this class involves directing the activities of rescue work battalion.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek on a rotating shift basis including nights, weekends and holidays. Work is performed at the scenes of water rescue where there maybe exposure to frigid water and hazardous conditions such as water debris and contaminated spills. Work requires moderate physical activity.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in this class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands a Special Operations battalion; is responsible for the personnel, apparatus, equipment and quarters of the battalion;

Directs and reviews the work of Fire Captains and Fire Lieutenant assigned to the Special Operations Unit; directs the training activities; maintains required manpower throughout unit.

Oversees and coordinates all Baltimore City Fire Department Special Operations; including staffing, training development and rescue requirements with the fire department and regionally.

Responds technical rescue, urban search and rescue, terrorism, domestic, marine hazardous materials and chemical/biological incidents are required.

Organizes a fully integrated response network from the local through federal level for all of the primary response agencies and offices; develops response plans and organizes resources.

Researches and obtains alternative sources of funding for personnel, apparatus, equipment and training costs.

Assists in developing, implementation and interpreting of new policies and directives.

Reviews reports generated by unit; screens reports for accuracy, completeness and problems; investigates all complaints, incidents and accidents; resolves problems or refers to superior with recommendation.

Instructs company officers and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Attends meetings as required.

Responds to and observes activities at incidents in the field to ensure enforcement of departmental safety regulations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the laws and ordinances and rules and regulations governing operations of the Fire Department.

Knowledge of the National Incident Management System; the Natural Disaster Federal Response Plan and NFPA 1670 and 1006.

Knowledge of hazards associated with disasters.

Supervisory ability.

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Ten years of experience serving as a member of a Special Operations team or unit.

Equivalencies – Not Applicable.

V. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent license and eligible to obtain a Baltimore City driver's permit.

Current certification as a State Certified Instructor from the Maryland Instructor Certification Review Board.

Employees in the class must have completed the following courses:

Incident Command Systems ICS100, 200. 300, 400, 700 and 800;
US&R Task Force Leader Course, FEMA
US&R Plans Team Course, FEMA
US&R Structural Collapse Technician, FEMA
NFPA 1006 Rescue Technician – Vehicle and Machinery Rescue
NFPA 1006 Rescue Technician – Confined Spaces
NFPA 1006 Rescue Technician – Rope Rescue
NFPA 1006 Rescue Technician – Structural Collapse Rescue
NFPA 1006 Rescue Technician – Surface Water Rescue
NFPA 1006 Rescue Technician – Trench Rescue
NFPA 472 Hazardous Materials Technician
NFPA 1021 Fire Officer I, II, and III
NFPA 1521 Health and Safety Officer
NFPA 1521 Incident Safety Officer & (Special Operations) & (Technical Rescue)
NFPA 1041 Fire Instructor III

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 2014

41260

I. CLASS DEFINITION

A Marine Engineer Fire Department, ALS operates diesel engines and related electrical and mechanical systems and equipment providing power to a large metal-hulled fire boat and the fire suppression equipment on the boat as directed by the Baltimore City Fire Department and USCG regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work rotating shifts. Work is performed throughout the boat including in an engine room on the bottom tier of a large fire boat where there is exposure to loud noise and heat. Work requires moderate physical exertion such as lifting equipment and parts in the repair and replacement process.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

The Marine Division of the Baltimore City Fire Department, operates and performs preventive maintenance on diesel engines, generators, pumps, compressors, controls and related mechanical and electrical equipment and systems to provide power for a large metal-hulled fire boat.

Observes air pressure, oil levels and other conditions and manipulates valves to bring meter readings within the specified requirements to safely operate a large metal-hulled fire boat.

Performs daily inspections, preventive maintenance and minor repairs to boilers, pumps, interior signal systems, generators and all fire safety and related equipment.

Records meter readings and engine room and mechanical maintenance activities in logbook; maintains daily operating records.

Maintains engine and engine room in a clean and orderly condition.

Operates generators, main and pump engines during fire suppression activities.

Under the direction of the Fireboat Officer, performs troubleshooting to identify and resolve electrical and mechanical system problems.

Operates generators, main and pump engines during water displays for public relations' purposes.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and maintenance of marine diesel engines, generators, pumps and auxiliary equipment.

Knowledge of United States Coast Guard regulations and procedures of engine room operation and maintenance.

Knowledge of the operation and maintenance of engine room steering, lighting, plumbing and related electrical and mechanical systems.

Knowledge of mechanical maintenance techniques.

Ability to make emergency repairs.

Ability to make minor and routine repairs to large fireboat systems and to assist in major repairs as assigned.

Ability to read gauges and meters.

Ability to read and understand technical manuals, schematic drawings and blueprints pertaining to the operation and maintenance of marine electrical and mechanical systems and equipment.

Ability to complete records and maintain a log.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following Fire Divisions: Administration, Suppression, Training, Investigative or Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A current Designated Duty Engineer License issued by the United States Coast Guard with the following two restrictions are permitted:

1. For "Fireboat Only"; and
2. At least 1000 Horsepower/750 KW of less than 500 gross registered tons.

NOTE: Eligible members who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

ADOPTED: February 5, 2014

REVISED April 12, 2018
August 10, 2020 (Licensed Changed)

MARINE ENGINEER FIRE DEPARTMENT

41261

I. CLASS DEFINITION

A Marine Engineer Fire Department operates diesel engines and related electrical and mechanical systems and equipment providing power to a large metal-hulled fire boat and the fire suppression equipment on the boat as directed by the Baltimore City Fire Department and USCG regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work rotating shifts. Work is performed throughout the boat including in an engine room on the bottom tier of a large fire boat where there is exposure to loud noise and heat. Work requires moderate physical exertion such as lifting equipment and parts in the repair and replacement process.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

The Marine Division of the Baltimore City Fire Department, operates and performs preventive maintenance on diesel engines, generators, pumps, compressors, controls and related mechanical and electrical equipment and systems to provide power for a large metal-hulled fire boat.

Observes air pressure, oil levels and other conditions and manipulates valves to bring meter readings within the specified requirements to safely operate a large metal-hulled fire boat.

Performs daily inspections, preventive maintenance and minor repairs to boilers, pumps, interior signal systems, generators and all fire safety and related equipment.

Records meter readings and engine room and mechanical maintenance activities in logbook; maintains daily operating records.

Maintains engine and engine room in a clean and orderly condition.

Operates generators, main and pump engines during fire suppression activities.

Under the direction of the Fireboat Officer, performs troubleshooting to identify and resolve electrical and mechanical system problems.

Operates generators, main and pump engines during water displays for public relations' purposes.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and maintenance of marine diesel engines, generators, pumps and auxiliary equipment.

Knowledge of United States Coast Guard regulations and procedures of engine room operation and maintenance.

Knowledge of the operation and maintenance of engine room steering, lighting, plumbing and related electrical and mechanical systems.

Knowledge of mechanical maintenance techniques.

Ability to make emergency repairs.

Ability to make minor and routine repairs to large fireboat systems and to assist in major repairs as assigned.

Ability to read gauges and meters.

Ability to read and understand technical manuals, schematic drawings and blueprints pertaining to the operation and maintenance of marine electrical and mechanical systems and equipment.

Ability to complete records and maintain a log.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following Fire Divisions: Administration, Suppression, Training, Investigative or Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

An Emergency Medical Technician-B certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A current Designated Duty Engineer License issued by the United States Coast Guard with the following two restrictions are permitted:

1. For "Fireboat Only"; and
2. At least 1000 Horsepower/750kw of less than 500 gross registered tons.

NOTE: Eligible members who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

ADOPTED: September 9, 1970

REVISED: August 16, 1984
September 16, 1985
April 11, 1997 (license change)
June 20, 1997
February 21, 2002
April 4, 2003
August 5, 2003
February 4, 2015
August 26, 2015
April 12, 2018
August 10, 2020 (License changed)

MARINE PILOT, ALS

41262

I. CLASS DEFINITION

A Marine Pilot, ALS operates and navigates a large fire patrol boat in Baltimore City Harbor and surrounding waterways to extinguish fires and rescue victims as directed by the Baltimore City Fire Department and USCG regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work rotating shifts. Work is performed on a fire boat where there is exposure to inclement weather, unsafe boating conditions, dangerous fires and resultant noxious chemical vapor releases. Work requires moderate physical exertion such as climbing, lifting and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

The Marine Division of the Baltimore City Fire Department, operates and navigates a metal-hulled fire boat to patrol the Baltimore City Harbor and surrounding waterways to approach and extinguish fires on and near the water, rescue drowning victims, recover bodies and assist vessels in distress or in danger of sinking.

Maneuvers a large fire boat in the water to achieve an optimal position from which to suppress fires.

Assists in performing routine and preventative maintenance on fire boats as directed by the Officer in Charge including, but not limited to cleaning, painting and minor repairs; checks and maintains on-board fire fighting/rescue equipment such as an outboard motor, hoses, hose reels, monitor pipes, ropes, pump manifolds and related supplies and equipment in conformity with departmental standards.

Participates in training cruises and instruction to prepare departmental trainees to obtain a United States Coast Guard Inland Operator's License.

Participates in patrols of the Baltimore City Harbor and nearby waterways in order to maintain navigational knowledge of assigned response area and to note changes that may affect fire boat and fire/rescue boat operations.

Maintains logs and records of fire boat activities.

Assists Baltimore City Marine Police and the United States Coast Guard in maintaining safety zones during fireworks and water displays; performs water displays for public relations purposes.

May participate with other jurisdictions in the suppression of fires in nearby waterways.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of navigational methods.

Knowledge of navigational aids and signals.

Knowledge of sonar or other related electronic imaging equipment.

Knowledge of electronic navigational equipment used for operations in restricted visibility.

Skill in piloting a large, metal-hulled fire boat.

Ability to use good judgement in a crisis or emergency situation.

Ability to make minor repairs and routine maintenance checks on a metal-hulled fire boat and its equipment.

Ability to establish and maintain effective working relationships with marine fire suppression officials and personnel.

Ability to train others in marine piloting practices, procedures and operating regulations.

Ability to keep record logs and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following Fire Divisions: Administration, Suppression, Training, Investigative or Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

A valid United States Coast Guard Masters License of 100 Tons (Minimum), Gross Weight for Inland Waters with the following restriction permitted:
Fire Boat Only

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

NOTE: Eligible members who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: February 5, 2014

REVISED: April 12, 2018
August 10, 2020 (License Changed)

MARINE PILOT

41263

I. CLASS DEFINITION

A Marine Pilot operates and navigates a large fire patrol boat in Baltimore City Harbor and surrounding waterways to extinguish fires and rescue victims as directed by the Baltimore City Fire Department and USCG regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work rotating shifts. Work is performed on a fire boat where there is exposure to inclement weather, unsafe boating conditions, dangerous fires and resultant noxious chemical vapor releases. Work requires moderate physical exertion such as climbing, lifting and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

The Marine Division of the Baltimore City Fire Department, operates and navigates a metal-hulled fire boat to patrol the Baltimore City Harbor and surrounding waterways to approach and extinguish fires on and near the water, rescue drowning victims, recover bodies and assist vessels in distress or in danger of sinking.

Maneuvers a large fire boat in the water to achieve an optimal position from which to suppress fires.

Assists in performing routine and preventative maintenance on fire boats as directed by the Officer in Charge including but not limited to cleaning, painting and minor repairs; checks and maintains on-board fire fighting/rescue equipment such as a outboard motor, hoses, hose reels, monitor pipes, ropes, pump manifolds and related supplies and equipment in conformity with departmental standards.

Participates in training cruises and instruction to prepare departmental trainees to obtain a United States Coast Guard Inland Operator's License.

Participates in patrols of the Baltimore City Harbor and nearby waterways in order to maintain navigational knowledge of assigned response area and to note changes that may affect fire boat and fire/rescue boat operations.

Maintains logs and records of fire boat activities.

Assists Baltimore City Marine Police and the United States Coast Guard in maintaining safety zones during fireworks and water displays; performs water displays for public relations purposes.

May participate with other jurisdictions in the suppression of fires in nearby waterways.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of navigational methods.

Knowledge of navigational aids and signals.

Knowledge of sonar or other related electronic imaging equipment.

Knowledge of electronic navigational equipment used for operations in restricted visibility.

Skill in piloting a large, metal-hulled fire boat.

Ability to use good judgement in a crisis or emergency situation.

Ability to make minor repairs and routine maintenance checks on a metal-hulled fire boat and its equipment.

Ability to establish and maintain effective working relationships with marine fire suppression officials and personnel.

Ability to train others in marine piloting practices, procedures and operating regulations.

Ability to keep record logs and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following Fire Divisions: Administration, Suppression, Training, Investigative or Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out of state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

A valid United States Coast Guard Masters License of 100 Tons (Minimum), Gross Weight for Inland Waters with the following restriction permitted:
Fire Boat Only.

An Emergency Medical Technician-B certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

NOTE: Eligible members who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: January 8, 1997

REVISED: June 20, 1997
November 13, 2002
April 4, 2003
August 5, 2003
December 23, 2014
August 26, 2015
April 12, 2018
August 10, 2020 (License Changed)

Baltimore City Department of Human Resources

FIRE EMERGENCY BOAT OPERATOR

41264

I. CLASS DEFINITION

A Fire Emergency Boat Operator navigates and operates a fire/ rescue patrol boat as directed by the Baltimore City Fire Department and USCG regulations in the Baltimore City Harbor and surrounding waterways to extinguish fires and rescue victims. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts. Work is performed on a fire/rescue boat where there is exposure to inclement weather, unsafe boating conditions, dangerous fires and resultant noxious chemical vapor releases. Work requires moderate physical exertion such as climbing, lifting and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Marine Division of the Baltimore City Fire Department, operates and navigates a small fire/rescue boat in the Baltimore City Harbor and surrounding waterways in order to approach and extinguish fires on and near the water, rescue drowning victims, recover bodies and assist vessels in distress or in danger of sinking.

Maneuvers fire/rescue boat in the water to achieve optimal position from which to suppress fires.

Performs routine and preventative maintenance including, but not limited to cleaning, painting and minor repairs; checks and maintains on-board fire fighting/rescue equipment such as water pump and motor, hoses, monitor pipes, ropes, air masks, first aid supplies and related supplies and equipment in conformity with departmental standards.

Provides immediate on-site medical care to persons injured on or in the water; makes arrangements for transport of injured persons to the appropriate medical facility.

Maintains a daily log of work activities; forwards reports to superiors on fire incidences, spills, port-related response surveys and special projects.

Participates in patrols of the Baltimore City Harbor and nearby waterways in order to maintain navigational knowledge of assigned response area and note changes that may affect fire/rescue boat and fireboat operations.

Assists Baltimore City Marine Police and the United States Coast Guard in maintaining safety zones during fireworks and water displays; performs water displays for public relations purposes.

May participate with other jurisdictions in the suppression of fires in nearby waterways.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of navigational methods.

Knowledge of navigational aids and signals.

Knowledge of electronic navigational equipment used for operations in restricted visibility.

Knowledge of sonar or other related electronic imaging equipment.

Knowledge of basic triage, first aid, life support and other emergency medical techniques.

Skill in piloting a small fire/rescue boat.

Skill in the use of a sphygmomanometer, a stethoscope, an oxygen tank and flow valve, a litter, splints and a backboard.

Ability to use good judgement in a crisis or emergency situation.

Ability to make minor repairs and routine maintenance checks on a fire/rescue boat and its equipment.

Ability to establish and maintain effective working relationships with marine fire suppression officials and personnel.

Ability to keep record logs and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following Divisions: Fire Administration, Suppression, Training, Investigative or Fire Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

An Emergency Medical Technician B Certificate issued by the Maryland Institute for Emergency Medical Services Systems (MIEMSS)

U.S. Coast Guard License as a limited Operator of Uninspected Passenger Vessels (OUVP) or higher with the following restriction permitted on license:

Fire Boat Only

Baltimore City Fire Department Acting Fire Rescue Boat Approval Packet completed and approved to act out of title as an Emergency Boat Operator, documented on Baltimore City Fire Department Acting Out of Title form (28-2100-0063).

Those eligible for appointment to positions in these classes must agree to obtain a U.S. Coast Guard Masters License of 100 Tons, Gross, for Inland Water within three (3) years of appointment. Failure to obtain this license within the appropriate period is grounds for removal from these classes.

Obtain US Coast Guard Masters License of 100 tons or greater and be approved to act out of title as Marine Pilot within 3 years.

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: January 8, 1997

REVISED: June 20, 1997
October 24, 2000
February 21, 2002
September 5, 2002
September 21, 2005 (License Changed)
December 19, 2007 (new ALS class 41274)
December 18, 2014
September 21, 2015
April 11, 2018 (License Changed)
August 10, 2020 (License changed)

Baltimore City Department of Human Resources

PORT ENGINEER

41265

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Port Engineer directs and coordinates the repair and maintenance of a fleet of large fire boats and small fire/rescue boats for the Baltimore City Fire Department. Employees in this class supervise subordinate marine engineer, pilot and emergency boat operator personnel.

Incumbents in this class receive general direction from an administrative superior. Employees in this class work a normal workweek that may include weekend and overtime hours due to emergency ship repairs. Work is performed mostly in an engine room on the bottom tier of a boat where there is exposure to loud noise and heat. Work requires moderate physical exertion such as lifting equipment and parts in the repair and replacement of marine electrical and mechanical systems.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Marine Division of the Baltimore City Fire Department, directs, coordinates and schedules the maintenance and repair of a fleet of 75 foot or 105 foot metal-hulled fire boats and 24 foot or 27 foot fiberglass fire/rescue boats operating in the Baltimore City Harbor and nearby waterways.

Investigates problems and malfunctions in the electrical and mechanical systems of fire boats and fire/rescue boats and formulates repairs, parts and equipment replacement and systems upgrades to correct problems in conformance with United States Coast Guard and departmental standards and regulations.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate personnel engaged in the operation, repair and maintenance of large fire boats and small fire/rescue boats.

Contacts vendors to order replacement parts or to have unavailable parts fabricated for fire boat and fire/rescue boat systems.

Establishes repair and maintenance schedules for large fire boats and small fire/rescue boats; monitors work progress on repair and maintenance schedules to assure timely, accurate and efficient use of staff and material resources.

Develops specifications for repair and maintenance work and system upgradings for large fire boats and small fire/rescue boats.

Reviews, inspects and approves completed repair and maintenance work in conformance with United States Coast Guard and departmental standards and regulations.

Trains subordinate marine engineer staff and newly assigned fire personnel in engine room procedures, operations and marine electrical and mechanical systems.

Oversees and directs emergency repairs and parts replacements to large fire boats and small fire/rescue boats caused by on-site fire and heat damage or collisions with other boats or submerged debris.

Advises the Fire Captain on work and repair schedules, problems and related issues.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the construction, operation and maintenance of marine diesel engines, generators, pumps and auxiliary systems and equipment.

Knowledge of the operations and functions of 75 foot or 105 foot metal-hulled fire boats and 24 foot or 27 foot fiberglass fire/ rescue boats.

Knowledge of the operation and maintenance of engine room steering, lighting, plumbing and related marine electrical and mechanical systems.

Knowledge of United States Coast Guard regulations and procedures concerning engine room operations and maintenance.

Skill in investigating and diagnosing marine electrical and mechanical systems problems and formulating replacement or repair solutions and strategies.

Ability to direct, coordinate and schedule the repair and maintenance of a fleet of large fire boats and small fire/rescue boats.

Ability to read and understand complex technical manuals, schematic drawings and blueprints pertaining to the operation, repair and maintenance of marine electrical and mechanical systems and equipment.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with Fire Department officers, marine engineering personnel and private vendors and contractors.

Ability to keep records and write reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of continuous experience as a Marine Engineer assigned to the Baltimore City Fire Department Marine Division.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A current Marine Engineer License issued by the United States Coast Guard with the following two minimum restrictions is required.

1. for "Fireboat Only"; and
2. for a Fireboat of at least 880 Horsepower

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: January 8, 1997

REVISED: June 20, 1997

Baltimore City Department of Human Resources

FIRE RESPIRATORY TECHNICIAN

41266

I. CLASS DEFINITION

A Fire Respiratory Technician completes the maintenance, repair, testing, and calibration of a wide variety of respiratory apparatus and equipment in compliance with National Fire Safety Regulations and Standards and related governmental and professional standards. Work of this class involves no supervision.

The incumbent receives general supervision from a superior officer. The employee in this class works a conventional workweek and is subject to 24-hour callback. Work is generally performed in an office where there are normal working conditions and occasionally at the scene of fire and emergency medical incidents where there may be exposure to heat, smoke and bad weather. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Test, evaluate and repair any issues with the Draeger PSS 7000 SCBA. Schedule and conduct annual SCBA maintenance. Evaluate and repair any emergency issues that arise from use of the PSS 7000. Provide technical support to the Office of Safety by providing SCBA unit data upon request. Provide support and technical advice and services to the Special Operations Division for air powered rescue tools and specific breathing devices for confined space and SCUBA.

Tests members for proper fit of Panorama Nova face piece annually. Tests members for proper sizing and fit of N95 face piece annually. Diagnose and repair any issue in the Panorama Nova face piece that may arise during annual fit testing. Diagnose and repair any damage or malfunction to the Panorama Nova face piece.

Test, diagnose, and repair any issues with the departments Thermal Imaging Cameras.

Operates computer terminals and equipment to record and store individual fit testing data. Use computer terminals to evaluate diagnostic functions of all respiratory protection apparatus and related equipment. Ensure member data is forwarded to PSI during fit testing.

Assist with the development of the Respiratory Technician policy.

Participates in major emergency incidents to ensure respiratory apparatus remain mechanically operational.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Draeger PSS 7000 SCBA.

Knowledge of computer and data entry skills using MS Word and Excel.

Knowledge of hand tools (wrenches, screwdrivers, hammers, etc), their applications and use.

Knowledge of rules, regulations and procedures for Fire prevention, suppression and control.

Knowledge of OSHA, MOSHA, and DOT compliance and regulations in regard to maintenance of respiratory protection programs and equipment.

Ability to lift at least 50 lbs. at one time, bending at the waist and kneeling for periods of time.

Ability to walk up and down 20 to 30 steps with SCBA or other equipment in hand.

Ability to work along with little supervision to complete tasks.

Ability to define and solve respiratory apparatus issues.

Ability to use computerized tracking systems and procedures.

Ability to maintain records.

Ability to safely drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following division: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire investigation.

Equivalencies – Not applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent driver’s license and eligibility to obtain a Baltimore City driver’s permit is required.

Within six months of appointment, the employee must obtain and maintain current applicable manufacturer certificate of completion for the repair and calibration of oxygen delivery respiratory apparatus and related medical equipment utilized by the Baltimore City Fire Department.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: December 6, 2017

Baltimore City Department of Human Resources

FIRE RESPIRATORY TECHNICIAN, ALS

41267

I. CLASS DEFINITION

A Fire Respiratory Technician, ALS completes the maintenance, repair, testing, and calibration of a wide variety of respiratory apparatus and equipment in compliance with National Fire Safety Regulations and Standards and related governmental and professional standards. Work in this class involves no supervision.

The incumbent receives general supervision from a superior officer. The employee in this class works a conventional workweek and is subject to 24-hour callback. Work is generally performed in an office where there are normal working conditions and occasionally at the scene of fire and emergency medical incidents where there may be exposure to heat, smoke and bad weather. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Test, evaluate and repair any issues with the Draeger PSS 7000 SCBA. Schedule and conduct annual SCBA maintenance. Evaluate and repair any emergency issues that arise from use of the PSS 7000. Provide technical support to the Office of Safety by providing SCBA unit data upon request. Provide support and technical advice and services to the Special Operations Division for air powered rescue tools and specific breathing devices for confined space and SCUBA.

Tests members for proper fit of Panorama Nova face piece annually. Tests members for proper sizing and fit of N95 face piece annually. Diagnose and repair any issue in the Panorama Nova face piece that may arise during annual fit testing. Diagnose and repair any damage or malfunction to the Panorama Nova face piece.

Test, diagnose, and repair any issues with the departments Thermal Imaging Cameras.

Operates computer terminals and equipment to record and store individual fit testing data. Use computer terminals to evaluate diagnostic functions of all respiratory protection apparatus and related equipment. Ensure member data is forwarded to PSI during fit testing.

Assist with the development of the Respiratory Technician policy.

Participates in major emergency incidents to ensure respiratory apparatus remain mechanically operational.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Draeger PSS 7000 SCBA.

Knowledge of computer and data entry skills using MS Word and Excel.

Knowledge of hand tools (wrenches, screwdrivers, hammers, etc), their applications and use

Knowledge of rules, regulations and procedures for Fire prevention, suppression and control

Knowledge of OSHA, MOSHA, and DOT compliance and regulations in regard to maintenance of respiratory protection programs and equipment.

Ability to lift at least 50 lbs. at one time, bending at the waist and kneeling for periods of time.

Ability to walk up and down 20 to 30 steps with SCBA or other equipment in hand

Ability to work along with little supervision to complete tasks

Ability to define and solve respiratory apparatus issues.

Ability to use computerized tracking systems and procedures.

Ability to maintain records.

Ability to safely drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member in the Baltimore City Fire Department and currently assigned to one of the following division: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire investigation.

Equivalencies – Not applicable

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out of state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit is required.

A Current Advanced Life Support (ALS) licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

Within six months of appointment, the employee must obtain and maintain current applicable manufacturer certificate of completion for the repair and calibration of oxygen delivery respiratory apparatus and related medical equipment utilized by the Baltimore City Fire Department.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: September 27, 2017

Baltimore City Department of Human Resources

FIRE LIEUTENANT SAFETY AND RISK MANAGEMENT, ALS

41269

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant Safety and Risk Management, ALS provides oversight and guidance to field Safety Officers in the investigation of emergency and non-emergency incidents. Work of this class involves supervising fire personnel.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a conventional work week including weekend, evenings and holiday hours. Work is performed in an office and at the scenes of emergencies and non-emergency incidents. Work requires moderate physical effort such as standing and bending.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not all inclusive. The position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides oversight and guidance to field shift Incident Safety Officers engaged in policy enforcement during emergency and non-emergency incidents.

Assists in conducting investigations of vehicle collisions and employee injury; interviews witness to obtain statements and take pictures at the scene.

Assists Command Officers in reviewing, updating and interpreting standard operating procedures and departmental regulations.

Manages daily scheduling of personnel assigned to the office as well as long and short term personnel temporarily assigned.

Completes federal, state and local incident forms to include OSHA 300, Chemical Information List, and employee incidents reports.

Reviews initial reports from field officers to ensure reports are complete, precise and all necessary materials are attached.

Prepares statistical data and reports to be included in initial report to commanding officer regarding a member's past driving or incident record.

Gathers materials, reports, files and other pertinent information to prepare incident packets for Command Officers review and submission to Incident Review Panel for further actions.

Provides guidance to firefighting personnel at the scene of an emergency to ensure compliance with required safety polices and techniques.

Maintains personnel records and confidential files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of OSHA and MOSHA laws and related federal, state and local regulations.

Knowledge of Maryland Motor Vehicle Administration Procedures.

Knowledge of Microsoft Office Suite and other software programs.

Knowledge of Fire and Emergency Rescue Techniques.

Knowledge of fire and emergency safety procedures and techniques.

Knowledge of CPR and first aid.

Ability to respond effectively in stressful situations with tact and diplomacy.

Ability to establish and maintain effective working relationships with others.

Ability to train others.

Ability to work independently and without supervision.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer effectively to retrieve data and generate reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A certificate of course completion for Fire Officer I from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Fire Department Safety Officer from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction

NOTE: Must obtain Certified Safety Manager certification from the National Association of Safety Professionals within one year of the date of promotion.

NOTE: Must obtain a certification of course completion for Conducting Safe Live Fire Training Evolutions from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate within one year of the date of promotion.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 29, 2014

REVISED: May 25, 2018 (KSA/MQ revision)
September 14, 2020
May 26, 2023 (license changed)

Baltimore City Department of Human Resources

FIRE CAPTAIN SAFETY AND RISK MANAGEMENT, ALS

41270

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain, Safety and Risk Management, ALS supervises the day-to-day activities of the Office of Safety and Risk Management. Work of this class involves supervising emergency services officers and personnel.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a typical work week and may include weekends, evenings and holiday hours. Work is performed in an office and at the scenes of emergencies and non-emergency incidents. Work requires moderate physical effort such as standing and bending.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees the implementation of new and revised policies and procedures for fire safety for the Office of Safety and Risk Management.

Manages and develops record collection systems to share data and information with various government agencies and internal divisions.

Reviews and prepares statistical and narrative reports for review by immediate supervisor.

Makes recommendations to immediate supervisor and other authorities based on the severity of the incident.

Develops and maintains accurate and complete files, records and reports on emergency and non-emergency departmental incidents.

Reviews all investigations reports of vehicle collisions and employee injury; as well witness statements and evidence.

Reviews all federal, state and local forms to include OSHA 300, Chemical Information List, and employee incidents reports.

Provides suggestions, recommendations and/or proposals to command personnel at the scene of an emergency to ensure that safety policies and practices are enforced.

Represents the department at meetings, conferences, and hearings with other jurisdictions.

Assists the Officer in Charge at the scene of emergency or non-emergency incidents.

Assists Command Officers in reviewing, updating and interpreting standard operating procedures and departmental regulations.

Delegates and reviews the work of staff and conducts performance evaluations.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of OSHA and MOSHA laws and related federal, state and local regulations.

Knowledge of Maryland Motor Vehicle Administration Procedures.

Knowledge of fire and emergency safety techniques.

Knowledge of Microsoft Office and other software programs.

Knowledge of Fire and Emergency Rescue techniques.

Knowledge of CPR and first aid.

Ability to develop policies and procedures and to ensure their implementation.

Ability to respond effectively to stressful situations with tact and diplomacy.

Ability to establish and maintain productive working relationships with others.

Ability to train others.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer efficiently to retrieve data and generate reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: – Three years of experience as a Fire Lieutenant in the Office of Safety and Risk Management of the Baltimore City Fire Department and is currently assigned to the Office of Safety and Risk Management. An accumulation of at least 30 credits from a regionally accredited institution and coursework should be in Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies: - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A certificate of course completion as Fire Department Safety Officer from Maryland Fire and Rescue Institute (MFRI).

NOTE: Employees in this class must have completed and passed the following courses at the time of hire unless otherwise noted:

A certification of course completion for Fire Officer II from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certification of course completion for Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems

Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.

Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents.

Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.

Incident Command Systems 700: National Incident Management Systems: an Introduction.

Incident Command Systems 800: National Response Framework: an Introduction.

NOTE: Must obtain Certified Safety Manager within one year of the date of promotion.

NOTE: Must obtain 2020 Incident Safety Officer (NFPA 1521) within 2 years of the date of promotion or possess a 2015 Incident Safety Officer (NFPA 1521)

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with the identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment are required to authorize the release of criminal conviction information.

ADOPTED: October 29, 2014

REVISED: April 19, 2016 (licensed changed)
May 25, 2018 (KSA/MQ update)
November 7, 2018 (MQ update/removal of certification)
September 4, 2019 (MQ change)
May 17, 2021 (license changed)

Baltimore City Department of Human Resources

FIRE LIEUTENANT OEM

41271

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant OEM supervises emergency management response staff. Work of this class involves supervising fire fighter/paramedic, hazardous materials technicians and related personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends, evenings and holidays. Work is performed in an office and at scenes of accidents, disasters or other hazardous situations. Work requires moderate physical effort such as lifting victims and moving debris and materials.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the shift firefighter/paramedic, hazmat and special forces personnel assigned to the Office of Emergency Management of the Fire Department for the purpose of dealing with natural and man-made disasters such as blizzards, hurricanes, wild fires, car, truck and tanker accidents, explosions, building collapses, industrial accidents, shipwrecks and terrorist attacks that involve hazardous biological and chemical materials; ensures full staffing of firefighter and hazmat units; ensures smooth transition of staffs between shifts; ensures that staff maintains professional demeanor and discipline.

Develops training schedule and materials for unit encompassing the four phases of Emergency Management mitigation, preparedness, response and recovery for a large urban municipality; trains OEM and other agency staff in hazardous materials identification, handling, abatement and disposal procedures, use of equipment and supplies, disaster protocols and emergency management response techniques and procedures;

Receives notification of impending emergency weather warnings and takes appropriate preparatory responses.

Responds to major natural or man-made incidents involving mass disasters or hazardous materials; assists fire emergency medical staff with the triage of patients and victims to area hospitals, transfer of patients and effective communication between personnel at scene of incident and hospital staff receiving patients; assists other agencies with population evacuation and shelter plans and operations.

Develops and maintains effective working relationships with fire suppression, emergency medical and other public and private City and neighboring local jurisdiction responders at accident and disaster sites.

Schedules for and ensures maintenance of emergency management vehicles, equipment and materials inventory; ensures decontamination of vehicles to eliminate communicable diseases, pest infestation and hazardous biological or chemical materials.

Reviews and edits emergency management reports for accuracy, omissions, errors or problems.

Investigates citizen complaints, commendations and accidents involving Office of Emergency Management personnel and on-the-job injuries or deaths of agency personnel due to hazardous situations and materials; determines guilt or innocence of accused personnel; documents findings.

May perform minor repairs to and arranges for road service or replacement of inoperable emergency vehicles and radios to ensure uninterrupted and rapid response to emergency calls and disasters; oversees and may maintain and clean emergency vehicles.

Recommends and justifies need for additional equipment and supplies; evaluates responses to major disasters.

Advises superiors on unit and program operations and problems and local jurisdictional planning coordination, cooperation and problems; participates with superiors and local jurisdictions in developing long-term plans, responses and strategies for dealing with emergencies and disasters.

Provides information to the media at scenes of disasters in accordance with City public information and privacy guidelines and Fire Department regulations; may notify family of injured personnel; may arrange transport of family to hospital or transport of personnel from hospital.

Maintains liaison with community, neighborhood and business groups and institutions on emergency preparedness for handling major disasters; coordinates civilian activities and operations with the Citizen Corps Council and Community Emergency Response Teams; presents slide and tape shows, demonstrations, disaster preparedness materials and speeches and classes to school children, community groups and others upon request concerning the Fire Department's handling of and preparation for major accidents, disasters and other man-made or natural emergency situations; coordinates and oversees the participation of the Office of Emergency Management in community events and fairs.

Keeps abreast of the development and use of new biological and chemical hazardous materials, especially in regard to the potential for accidents, disasters or use in terrorist attacks, as well as governmental efforts to respond to major public emergency situations including City, State and Federal emergency and disaster management technologies, strategies, techniques, laws and policies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of major biological and chemical hazardous materials and their properties, uses, proper handling, recovery and danger or toxicity mitigation.

Knowledge of OSHA and MOSHA laws and related City, State and Federal regulations dealing with the handling of natural and man-made hazardous disasters and accidents.

Knowledge of ambulance service regulations and procedures.

Skill in identifying hazardous biological and chemical materials at disaster and accident sites.

Ability to respond effectively in stressful situations with dispatch, tact and diplomacy.

Ability to oversee and coordinate on-site victim search and rescue and hazard identification and abatement efforts at the scene of major accidents and disasters.

Ability to establish and maintain effective working relationships with fire suppression, fire medical services and related public and private emergency crews at incident site.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer utilizing a variety of standard business software.

Ability to instruct.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license, or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certifications as a Hazardous Materials Technician and a Level I Instructor from the Maryland Fire and Rescue Institute (MFRI) are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Successful completion of National Incident Management System (NIMS) Incident Command System (ICS) courses 100, 200, 700 and 800 from the Emergency Management Institution (EMI) of the Federal Emergency Management Agency (FEMA) of the US Department of Homeland Security (DHS) is required.

Employees in this class must hold and maintain valid licenses and certifications as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 30, 2007

REVISED: June 17, 2008
September 23, 2008
March 30, 2011

Baltimore City Department of Human Resources

FIRE CAPTAIN OEM

41272

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain OEM oversees the operations of the Fire Department's City-wide emergency management response operations. Work of this class involves supervising the activities of fire fighter/paramedic, hazardous materials technicians and related personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed in an office and at the scenes of hazardous situations such as fires, accidents or mass disasters. Work requires moderate physical activity such as lifting victims and moving debris and materials.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Office of Emergency Management of the Fire Department, enforces divisional and agency rules and regulations; oversees and coordinates the agency's City-wide and multi-jurisdictional response to natural and man-made disasters and emergencies such as blizzards, hurricanes, wild fires, car, truck and tanker accidents, explosions, building collapses, industrial accidents, shipwrecks and terrorist attacks that involve hazardous biological and chemical materials; oversees the full staffing of firefighter and hazmat units on all shifts; oversees the smooth transition of staffs between shifts; ensures that staff maintains professional demeanor and discipline;

Receives notification of impending emergency weather warnings and takes appropriate preparatory responses.

Evaluates the effectiveness of Emergency Management operations, services and personnel encompassing the four phases of Emergency Management mitigation, preparedness, response and recovery for a large urban municipality through observation and review of records; regularly reviews and analyzes data related to operational and personnel activity; reviews and recommends solutions to problems.

Oversees administrative matters of the Office of Emergency Management such as maintenance and processing of personnel and payroll records, inventory records and monthly statistical reports.

Responds to major natural or man-made incidents involving mass disasters or hazardous materials; assists fire emergency medical staff with the triage of patients and victims to area hospitals, actual transfer of patients and effective communication between personnel at scene of incident and hospital personnel receiving patients; assists other agencies with population evacuation and shelter plans and operations.

Develops and maintains effective working relationships with City and multi-jurisdictional, State and Federal emergency management, fire suppression, emergency medical and other public and private responders at accident and disaster sites.

Maintains close liaison with emergency management staff and officers in surrounding jurisdictions to coordinate efforts during multi-jurisdictional natural and man-made accidents, disasters and terrorist attacks; participates with emergency management officials in surrounding jurisdictions in conducting post-disaster evaluations of effectiveness of responses and formulating policies and procedures for the handling of future disasters.

May provide information to the media at scenes of disasters in accordance with City public information and privacy guidelines and Fire Department regulations.

Reviews and edits reports justifying need for additional equipment and supplies; reviews, edits and approves staff evaluations of responses to major disasters.

Advises superiors and City officials on unit and program operations and problems and local jurisdictional planning coordination, cooperation and problems; participates with superiors and local jurisdictions in developing long-term plans, responses and strategies for dealing with emergencies and disasters.

Oversees the maintenance and use of apparatus, equipment, supplies and quarters to ensure readiness for duty.

Investigates and directs the investigation of citizen complaints, commendations and accidents involving Office of Emergency Management personnel and on-the-job injuries or deaths of agency personnel due to hazardous situations and materials; reviews investigation reports, determines guilt or innocence of accused personnel and makes recommendations to prevent future accidents and complaints; documents findings.

Maintains liaison with community, neighborhood and business groups and institutions on emergency preparedness for handling major disasters; coordinates civilian activities and operations with the Citizen Corps Council and Community Emergency Response Teams; presents slide and tape shows, demonstrations, disaster preparedness materials and speeches and classes to school children, community groups and others upon request concerning the Fire Department's handling of and preparation for major accidents, disasters and other man-made or natural emergency situations; oversees the participation of the Office of Emergency Management in community events and fairs.

Keeps abreast of the development and use of new biological and chemical hazardous materials, especially in regard to their potential for accidents, disasters or use in terrorist attacks and as well as governmental efforts to respond to major or hazardous public emergency situations including City, State and Federal emergency and disaster management technologies, strategies, techniques, laws and policies.

Reviews and approves training schedules and materials for unit.

Assumes duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of laws and ordinances and rules and regulations governing operations of the Baltimore City Fire Department's Office of Emergency Management.

Knowledge of major hazardous biological and chemical materials and their properties, uses, proper handling, recovery and danger or toxicity mitigation.

Knowledge of OSHA and MOSHA laws and related City, State and Federal regulations dealing with the handling of natural and man-made hazardous disasters and accidents

Knowledge of ambulance operations, regulations and procedures.

Knowledge of administrative techniques.

Knowledge of training methods and techniques.

Skill in identifying hazardous biological and chemical materials at disaster and accident sites.

Skill in establishing and maintaining effective working relationships with multi-jurisdictional emergency management staff and officials, City fire suppression, fire medical services and related public and private emergency crews at an incident site.

Ability to respond effectively in stressful situations with dispatch, tact and diplomacy.

Ability to oversee and coordinate on-site victim search and rescue and hazard identification and abatement efforts at the scene of major City and multi-jurisdictional accidents and disasters.

Ability to coordinate crews and responses to multiple City and multi-jurisdictional incidents to ensure and expedite the provision of effective hazard-abatement emergency services.

Ability to communicate effectively, both orally and in writing.

Ability to train and instruct others.

Ability to operate a personal computer utilizing a variety of standard business software.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a Fire Lieutenant OEM in and currently assigned to the Office of Emergency Management within the Baltimore City Fire Department.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certifications as a Hazardous Materials Technician and a Level I Instructor from the Maryland Fire and Rescue Institute (MFRI) are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Successful completion of National Incident Management System (NIMS) Incident Command System (ICS) courses 100, 200, 300, 400, 700 and 800 from the Emergency Management Institution (EMI) of the Federal Emergency Management Agency (FEMA) of the US Department of Homeland Security (DHS) is required.

Employees in this class must hold and maintain valid licenses and certifications as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: May 30, 2007

REVISED: June 17, 2008
September 23, 2008
March 30, 2011

Baltimore City Department of Human Resources

FIRE PUMP OPERATOR ALS SUPPRESSION

41273

I. CLASS DEFINITION

A Fire Pump Operator ALS Suppression drives and operates department apparatus including but not limited to fire engines, Medics, Ambulances, Suppression Support Units and related equipment. Performs emergency medical services, fire suppression, emergency rescue and fire prevention duties. Maintains departmental property, equipment and apparatus. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Rescue and remove victim(s) from the scene of accidents, illnesses, fires, and disasters and apply emergency medical care to victims when necessary.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Operates pump panel to ensure proper flow of water through hoses; monitors gauges to determine needed water pressure; operates manual or digital throttle to control amount of water pressure.

Obtains hose lines from other sources as needed and calculates water use and monitors water availability.

Performs required procedures at hydrants.

Supplies adequate hose needed for fire ground operations.

Utilizes appropriate appliances.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Visits and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of basic and advanced life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of hydraulics, water pumps and fire apparatus operations.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Ability to understand, follow and comply with orders and directions.

Ability to properly operate a pump on a fire engine.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's permit are required. A valid Emergency Vehicle Operator's Card issued by the City of Baltimore Fire Department OR a valid Maryland Class B Commercial or Noncommercial driver's license.

Completion of the Pump Operator course by the Maryland Fire and Rescue Institute (MFRI) or Acting Out-of-Title approval for the Pump Operator is required.

A Current Advanced Life Support (ALS) licensure from the Maryland Institute for Emergency Medical Services (MIEMSS) is required.

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for

Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Pump Operator.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: December 26, 1957

REVISED: January 9, 1958
November 26, 1969
April 12, 1972
June 6, 1973
May 7, 1975
May 19, 1982
April 11, 1984
March 24, 1986
May 9, 1991
April 11, 1994
April 20, 1994
October 17, 1994
September 23, 1996 (license changed)
March 19, 1999 (license changed)
February 14, 2001 (license changed)
July 13, 2001
October 25, 2001
April 12, 2002
July 14, 2003
June 8, 2004
December 19, 2007 (new ALS class 41273)
February 1, 2008
March 18, 2008
May 9, 2008 (license changed)
May 21, 2010
December 30, 2011 (Course completion in 6 months)
September 25, 2013 (title change)
January 29, 2018
April 5, 2018

Baltimore City Department of Human Resources

FIRE EMERGENCY BOAT OPERATOR, ALS

41274

I. CLASS DEFINITION

A Fire Emergency Boat Operator, ALS, navigates and operates a fire/rescue patrol boat as directed by the Baltimore City Fire Department and USCG regulations in the Baltimore City Harbor and surrounding waterways to extinguish fires and rescue victims. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work rotating shifts. Work is performed on a fire/rescue boat where there is exposure to inclement weather, unsafe boating conditions, dangerous fires and resultant noxious chemical vapor releases. Work requires moderate physical exertion such as climbing, lifting and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Marine Division of the Baltimore City Fire Department, operates and navigates a small fire/rescue in the Baltimore City Harbor and surrounding waterways in order to approach and extinguish fires on and near the water, rescue drowning victims, recover bodies and assist vessels in distress or in danger of sinking.

Maneuvers fire/rescue boat in the water to achieve optimal position from which to suppress fires.

Performs routine and preventative maintenance including, but not limited to cleaning, painting and minor repairs; checks and maintains on-board fire fighting/rescue equipment such as water pump and motor, hoses, monitor pipes, ropes, air masks, first aid supplies and related supplies and equipment in conformity with departmental standards.

Provides immediate on-site medical care to persons injured on or in the water; makes arrangements for transport of injured persons to the appropriate medical facility.

Maintains a daily log of work activities; forwards reports to superiors on fire incidences, spills, port-related response surveys and special projects.

Participates in patrols of the Baltimore City Harbor and nearby waterways in order to maintain navigational knowledge of assigned response area and to note changes that may affect fire/rescue boat and fireboat operations.

Assists Baltimore City Marine Police and the United States Coast Guard in maintaining safety zones during fireworks and water displays; performs water displays for public relations purposes.

May participate with other jurisdictions in the suppression of fires in nearby waterways.

Participates in the performance of fire station watch desk and other duties as directed by the Officer in Charge.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of navigational methods.

Knowledge of navigational aids and signals.

Knowledge of electronic navigational equipment used for operations in restricted visibility.

Knowledge of sonar and other related electronic imaging equipment.

Knowledge of basic triage, first aid, life support and other emergency medical techniques.

Skill in piloting a small fire/rescue boat.

Skill in the use of a sphygmomanometer, a stethoscope, an oxygen tank and flow valve, a litter, splints and a backboard.

Ability to use good judgment in a crisis or emergency situation.

Ability to make minor repairs and routine maintenance checks on a fire/rescue boat and its equipment.

Ability to establish and maintain effective working relationships with marine fire suppression officials and personnel.

Ability to keep record logs and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following Divisions: Fire Administration, Suppression, Training, Investigative or Fire Prevention Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Non-Commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a Baltimore City driver's permit are required.

All Fire Emergency Boat Operator, ALS members must hold and maintain Advanced Life-Support certification from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

U.S. Coast Guard License as a Limited Operator of Uninspected Passenger Vessels (OUVP) or higher with the following restriction permitted on license:

Fire Boat Only

Baltimore City Fire Department Acting Fire Rescue Boat Approval Packet completed and approved to act out of title as an Emergency Boat Operator documented on Baltimore City Fire Department Acting Out of Title form (28-2100-0063)

Those eligible for appointment to positions in these classes must agree to obtain a U.S. Coast Guard Masters License of 100 Tons, Gross, for Inland Water within three (3) years of appointment. Failure to obtain this license within the appropriate period is grounds for removal from these classes.

Obtain US Coast Guard Masters License of 100 tons or greater and be approved to act out of title as Marine Pilot within 3 years.

NOTE: Members must hold and maintain required current licenses and certifications as a condition of continued employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit to drug and alcohol testing.

ADOPTED: January 8, 1997

REVISED: June 20, 1997
October 24, 2000
February 21, 2002
September 5, 2002
September 21, 2005 (License Changed)
December 19, 2007 (new ALS class 41274)
September 25, 2013 (title change)
September 21, 2015
April 11, 2018 (License Changed)
August 10, 2020 (License Changed)

Baltimore City Department of Human Resources

FIRE CAPTAIN SPECIAL OPERATIONS

41275

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain Special Operations supervises the activities of the Baltimore City Special Operations Unit. Work of this class involves directing the activities of a rescue work battalion.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a five day work week. Member is on call 24/7 and may be called to report on nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in this class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises a Special Operations battalion; is responsible for the personnel, apparatus, equipment and quarters of the battalion.

Oversees and reviews the work of Fire Lieutenant and other fire personnel assigned to the Special Operations Unit; directs the training activities; maintains required manpower throughout unit.

Oversees and coordinates all Baltimore City Fire Department Special Operations; including staffing, training development and rescue requirements with the fire department and regionally.

Responds to technical rescue, urban search and rescue, terrorism, domestic, marine hazardous materials and chemical/biological incidents.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

In fire companies with medic units, the Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records of medic unit personnel.

Recommends subordinates for acting out-of-title positions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of firefighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Knowledge of the National Incident Management System; the Natural Disaster Federal Response Plan and NFPA 1670 and 1006.

Knowledge of hazards associated with disasters.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally.

Ability to drive in emergency and non-emergency conditions

Supervisory ability.

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Five years of experience as a member of the Baltimore City Fire Department Special Operations team or unit and two years of experience as a Lieutenant in the Special Operations team or unit and an accumulation of at least 15 credits from a regionally accredited institution is required. Coursework should be in the Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies – Not Applicable.

V. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the office of Risk Management and a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certification of completion for Fire Officer II and Fire Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation symbol with identifying number.

Employees in the class must have completed the following courses:

*Incident Command Systems 100, 200, 300, 400, 700 and 800

*NFPA 1006 Rescue Technician – Vehicle and Machinery Rescue
*NFPA 1006 Rescue Technician – Confined Spaces
*NFPA 1006 Rescue Technician – Rope Rescue
*NFPA 1006 Rescue Technician – Structural Collapse Rescue
*NFPA 1006 Rescue Technician – Swift Water Rescue or Rescue 3 International Swift
*Water Rescue Technician (Unit 1) Certificate of Completion
*NFPA 1006 Rescue Technician – Trench Rescue
*NFPA 472 Hazardous Materials Technician
*NFPA 1021 Fire Officer I
*NFPA 1521 Health and Safety Officer
*NFPA 1521 Incident Safety Officer & (Special Operations) or (Technical Rescue)
*NFPA 1041 Fire Instructor II

National Fire Academy (NFA) Courses R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalences for Incident Command Systems 300 and 400.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and drug and alcohol testing.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: July 29, 2015

REVISED: May 25, 2018 (KSA and MQ revisions)

Baltimore City Department of Human Resources

FIRE CAPTAIN SPECIAL OPERATIONS, ALS

41276

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain Special Operations, ALS supervises the activities of the Baltimore City Special Operations Unit. Work of this class involves directing the activities of a rescue work battalion.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a five day work week. Member is on call 24/7 and may be called to report on nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in this class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises a Special Operations battalion; is responsible for the personnel, apparatus, equipment and quarters of the battalion.

Oversees and reviews the work of Fire Lieutenant and other fire personnel assigned to the Special Operations Unit; directs the training activities; maintains required manpower throughout unit.

Oversees and coordinates all Baltimore City Fire Department Special Operations; including staffing, training development and rescue requirements with the fire department and regionally.

Responds to technical rescue, urban search and rescue, terrorism, domestic, marine hazardous materials and chemical/biological incidents.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

In fire companies with medic units, the Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records of medic unit personnel.

Recommends subordinates for acting out-of-title positions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of firefighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Knowledge of the National Incident Management System; the Natural Disaster Federal Response Plan and NFPA 1670 and 1006.

Knowledge of hazards associated with disasters.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally.

Ability to drive in emergency and non-emergency conditions

Supervisory ability.

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Five years of experience as a member of the Baltimore City Fire Department Special Operations team or unit and two years of experience as a Lieutenant in the Special Operations team or unit and an accumulation of at least 15 credits from a regionally accredited institution is required. Coursework should be in the Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies – Not Applicable.

V. LICENSES, REGISTRATIONS OR CERTIFICATES
Must hold and maintain Advanced Life Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the office of Risk Management and a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certification of completion for Fire Officer II and Fire Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation symbol with identifying number.

Employees in the class must have completed the following courses:

*Incident Command Systems 100, 200, 300, 400, 700 and 800

*NFPA 1006 Rescue Technician – Vehicle and Machinery Rescue
*NFPA 1006 Rescue Technician – Confined Spaces
*NFPA 1006 Rescue Technician – Rope Rescue
*NFPA 1006 Rescue Technician – Structural Collapse Rescue
*NFPA 1006 Rescue Technician – Swift Water Rescue or Rescue 3 International Swift
*Water Rescue Technician (Unit 1) Certificate of Completion
*NFPA 1006 Rescue Technician – Trench Rescue
*NFPA 472 Hazardous Materials Technician
*NFPA 1021 Fire Officer I
*NFPA 1521 Health and Safety Officer
*NFPA 1521 Incident Safety Officer & (Special Operations) or (Technical Rescue)
*NFPA 1041 Fire Instructor II

National Fire Academy (NFA) Courses R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalences for Incident Command Systems 300 and 400.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information and drug and alcohol testing.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: September 26, 2018

Baltimore City Department of Human Resources

FIRE EMERGENCY VEHICLE DRIVER, ALS SUPPRESSION

41277

I. CLASS DEFINITION

A Fire Emergency Vehicle Driver ALS Suppression, drives and/or tillers and operates department apparatus including but not limited to fire engines, fire trucks, hazmat vehicles Medics, Ambulance, Suppression Support Units and other related equipment. Work of this class involves emergency medical services, fire suppression, emergency rescue and fire prevention duties, and does not involve supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives or tillers fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Removes victim(s) from scenes of accidents, illnesses, fires or disasters.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Assists engine companies with entry into buildings, rescue, ventilation and water operations.

Sets up aerial and ground ladders, ventilation, entry or water operations and rescue equipment.

Participates with company in the ventilation and overhaul of buildings during and after fires.

Rescues victims from inside buildings, applies emergency medical care to victims when necessary.

Places and maintains the proper placement of ground and aerial ladders at the scene of an emergency.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Inspections and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of basic and advanced life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Skill in operations of aerial ladders.

Ability to understand, follow and comply with orders and directions.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Noncommercial driver's license or and equivalent out-of-state license acceptable to the Division of Occupational Safety/Office of Risk Management **and** a valid Emergency Vehicle Operator's Card issued by the Baltimore City Fire Department **and** a Baltimore City Driver's Permit are required.

A Current Advanced Life Support (ALS) licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES: Members who are currently in the Advanced Life Support (ALS) class, who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Fire Emergency Vehicle Driver.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: April 12, 1972

REVISED: April 30, 1975
August 29, 1984
March 24, 1986
August 24, 1986
May 28, 1987
April 6, 1989
April 11, 1994
April 20, 1994
September 23, 1996 (license changed)
March 19, 1999 (license changed)
February 14, 2001 (license changed)
July 13, 2001
October 25, 2001
February 21, 2002
April 12, 2002
July 14, 2003
June 8, 2004
December 19, 2007 (new ALS class 41277)
February 1, 2008
March 18, 2008
April 23, 2008 (license changed)
April 13, 2010 (MQ, license, notes)
December 30, 2011 (Course completion in 6 months)
September 25, 2013 (title change)
February 28, 2018 (MQ changed)
March 2, 2023

Baltimore City Department of Human Resources

FIRE LIEUTENANT ALS SUPPRESSION

41278

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant ALS Suppression supervises the activities of a fire company on an assigned shift. Work of this class involves supervising fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises fire fighting personnel and ensures implementation of departmental policies on an assigned shift.

On an assigned shift, delegates housekeeping chores and watch duties to fire fighting personnel in accordance with superior's schedule; oversees maintenance and use of vehicles, tools and supplies; requisitions repair of faulty equipment; may requisition tools and equipment to replenish supplies.

Delegates and reviews the work of an assigned shift; disciplines fire company staff; reviews and conduct and signs performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates in suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims. Completes all required documentation

Supervises and participates in the control of gas and chemical leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of victims from accidents and other mishaps.

Maintains inventory, payroll, personnel, fire incident, medical incident and other company records in accordance with departmental policies.

The Fire Lieutenant resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records of assigned personnel.

Informs Battalion Chief of shortage of shift personnel.

Conducts training of members on assigned shift in accordance with pre-determined schedule; may determine topic of training session.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites code violations; notifies owner of building or others of code violations; submits report of code violations to appropriate authority.

Inspects water department hydrants.

When assigned to the Bureau of Investigation performs various administrative support duties; writes instructional programs for office use of the computer; compiles statistics and answers the telephone.

Responds to fires in order to investigate cause; interviews witnesses, suspects and victims; gathers necessary information and evidence and prepares reports; appears in court as an expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency rescue safety techniques.

Knowledge of CPR and first aid.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in written and oral reports and use basic word processing and spreadsheet software.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department in and currently assigned to one of the following areas: Fire Suppression, Fire Prevention, Fire Training, Administration or Investigative Services is required by the date of the examination.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life Support Licensure from the Maryland Institute for Emergency Medical Services System.

A certificate of course completion for Fire Officer I and Fire Instructor I from Maryland Fire & Rescue Institute (MFRI)

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
Incident Command Systems 700: National Incident Management System: an Introduction

Incident Command Systems 800: National Response Framework: an Introduction

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTES: Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute is required within six months of appointment.

Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems

(MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

Those eligible who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: January 1, 1956

REVISED: August 27, 1964
September 22, 1966
June 6, 1973
June 20, 1973
August 14, 1974
August 30, 1978
January 20, 1982
May 19, 1982
March 29, 1984
December 10, 1984
March 24, 1986
May 11, 2001
June 25, 2008 Fire Lieutenant ALS (class created)
February 24, 2009 **(41212 & 41278 specifications merged/MQ change)**
April 6, 2011
May 24, 2012
September 25, 2013 (title change)
January 18, 2017

Baltimore City Department of Human Resources

FIRE CAPTAIN ALS SUPPRESSION

41279

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain, ALS Suppression supervises the activities of a fire company. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions such as burning buildings, smoke-filled rooms, collapsing structures and toxic fumes from hazardous materials and gas and chemical leaks. Work requires strenuous physical activity such as climbing ladders, lifting, and crawling. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees implementation of fire station policies for a fire company; supervises company staff on an assigned shift.

Develops schedule for housekeeping and watch duties for company; oversees maintenance of inventory for vehicles, tools and supplies; requisitions new supplies and equipment and repairs and modifications to station facilities.

Delegates and reviews work of shift lieutenants; disciplines fire company staff; reviews and signs performance evaluations of assigned shift members.

Provides guidance to fire fighting personnel and participates with company in the suppression of fires; observes other members of company for compliance with required safety methods and proper fire fighting techniques.

May serve as officer-in-charge at fire scene observing fire ground activity and determining severity of fire, method of attack and positioning of staff; may call in additional alarms; completes fire incident report.

Responds to medical emergencies; informs ambulance crew of emergencies and condition of accident or other victims; participates in and oversees CPR or first aid activities until arrival of medic unit and assists medic unit in providing care to victims and completes required documents.

Supervises and participates in the control of gas leaks, the preparation of helicopter landing sites for shock trauma patients and the rescue of accident and other victims.

Develops procedures for the maintenance of company journals; directs and participates in the maintenance of inventory, payroll, personnel, fire incident and other company records.

The Fire Captain resolves personnel problems; disciplines regarding dress and conduct in quarters, monitors attendance and maintains personnel records.

Recommends subordinates for acting out-of-title positions.

Informs Battalion Chief of shortage of shift personnel.

Schedules and designates topics for special training sessions for fire company; conducts training in accordance with pre-determined schedule.

Oversees inspections of buildings and multiple dwellings to ensure completion of inspections on schedule; trains other company staff on site in the performance of inspections.

Inspects buildings and multiple dwellings for compliance with building, fire, electrical and housing codes and in accordance with a pre-determined schedule; observes and documents layout of buildings and dwellings; cites violations; notifies owner of building or person in charge of activities in building of violations verbally and in writing; submits report of code violations to appropriate authority; performs follow-up visit.

Inspects water department hydrants.

When assigned to the Fire Investigation Bureau, investigates causes of fires occurring within Baltimore City; gathers information and evidence by inspecting scene of fire and interviewing witnesses, suspects and victims; if arson is suspected, prepares reports of findings; meets with the State's attorneys to assist in case presentation; appears in court as expert witness.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire fighting techniques.

Knowledge of hazardous materials and chemicals.

Knowledge of emergency rescue techniques.

Knowledge of laws and ordinances and rules and regulations governing the operations of the Fire Department.

Knowledge of building, fire and electrical codes.

Knowledge of fire prevention techniques.

Knowledge of fire and emergency safety techniques.

Knowledge of CPR and first aid.

Ability to develop plans, policies and procedures and ensure their implementation.

Ability to respond quickly under pressure.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to train others.

Ability to perform effective CPR and first aid.

Ability to relate to the public in an authoritative manner.

Ability to inform the public regarding fire prevention.

Ability to express ideas clearly in writing and orally and to use basic word processing and spreadsheet programs.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Lieutenant, Fire Lieutenant Suppression, Fire Lieutenant ALS or Fire Lieutenant ALS Suppression in the Baltimore City Fire Department; an accumulation of at least 30 credits from a regionally accredited institution is required and coursework should be in fire science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 300: Intermediate Incident Command Systems For Expanding Incidents.
Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction

A certificate of course completion for Fire Officer II and Fire Instructor I from Maryland Fire & Rescue Institute (MFRI) or a Pro Board Certificate.

Must hold and maintain current Advanced Life-Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Must hold and maintain current licenses and/or certifications as a condition of continued employment with the Baltimore City Fire Department.

ADOPTED: January 1, 1956

REVISED: December 11, 1958
December 24, 1959
March 14, 1973
June 6, 1973
June 20, 1973
January 22, 1975

August 20, 1975
May 19, 1982
November 9, 1982
March 29, 1984
March 24, 1986
April 15, 2002
June 25, 2008 (41279 ALS class created)
February 24, 2009 (41213 & 41279 spec merger MQ Change)
September 25, 2013 (title change)
January 18, 2017
February 13, 2019 (Requirement changes)

Baltimore City Department of Human Resources

BATTALION FIRE CHIEF, ALS SUPPRESSION

41282

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Battalion Fire Chief, ALS Suppression directs the activities of a fire battalion. Work of this class involves directing the activities of fire fighting work personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek on a rotating shift basis including nights, weekends and holidays. Work is performed at the scenes of fires where there is occasional exposure to hazardous conditions such as burning buildings, smoke-filled rooms and collapsing structures. Work requires moderate physical activity. Work also requires wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands a fire battalion; is responsible for the personnel, engines, apparatus, equipment and quarters of the battalion; directs the extinguishing of fires.

Directs and reviews the work of Fire Captains and Fire Lieutenants assigned to individual companies; directs the training activities in all battalion companies; maintains required manpower throughout battalion.

Reviews reports generated by companies; screens reports for accuracy, completeness and problems; investigates all complaints, incidents and accidents; resolves problems or refers to superior with recommendation.

Instructs company officers and enforces departmental rules, regulations and orders; disseminates information and directives from headquarters to officers.

Inspects battalion personnel, quarters, engines, apparatus and equipment.

Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Attends meetings as required.

Responds to and observes activities at incidents in the field to ensure enforcement of departmental safety regulations.

Develops policies and procedures for the operation of the bureau or division within the guidelines of the Fire Department Manual of Operations; directs the record keeping activities of the bureau or division.

Reviews and prepares legislative proposals impacting on fire prevention in Baltimore City.

Provides or directs the provision of in-service training to staff.

When assigned to administrative divisions and bureaus: assigns work to Captains, Lieutenants and other staff personnel in the division

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of fire-fighting techniques, fire prevention and fire training.

Knowledge of the laws and ordinances and rules and regulations governing operations of the Fire Department.

Supervisory ability.

Ability to drive in emergency and non-emergency conditions

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Fire Captain assigned to Suppression, Training, Fire Prevention or Investigation Services and a minimum of 30 credits from a regionally or nationally accredited institution. Course work should be in fire science, management, business, public administration, emergency management, medical/health, or other job related curriculum.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license, or an equivalent driver’s license and eligible to obtain a Baltimore City driver’s permit.

Current certification as an Advanced Life Support Provider from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of completion for Fire Officer III and Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol with identifying number

A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems.
*Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: an Introduction
*Incident Command Systems 800: National Response Framework: an Introduction

*National Fire Academy (NFA) courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members who are currently in the Advanced Life Support (ALS) class who fail to maintain their Advanced Life Support licensure from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) will be placed in the lower classification of Battalion Fire Chief.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: January 1, 1956

REVISED: January 23, 1958

February 10, 1960
March 14, 1973
June 6, 1973
June 20, 1973
May 19, 1982
March 29, 1984
March 24, 1986
April 15, 2002
May 31, 2002
August 1, 2008
June 23, 2010 (Adopted ALS/Merge Class)
September 25, 2013 (title change)
June 23, 2016 (license change)
March 16, 2018 (Requirements change)

Baltimore City Department of Human Resources

FIRE RESPIRATORY APPARATUS OFFICER

41284

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Respiratory Apparatus Officer ensures the maintenance, repair, testing and calibration of a wide variety of respiratory apparatus and equipment in compliance with National Fire Safety Regulations and Standards and related governmental and professional standards. Work in this class involves supervising the work of subordinate uniformed fire personnel.

The incumbent receives general supervision from a superior officer. The employee in this class works a conventional workweek and is subject to 24-hour callback. Work is performed in an office where there are normal working conditions and occasionally at the scene of fire and emergency medical incidents where there may be exposure to heat, smoke and bad weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Delegates and reviews work assignments; evaluates the performance of and disciplines personnel assigned to the Respiratory Protection Office (Air Mask Repair).

In the Fire Department, administers and coordinates the repair, testing and maintenance of a wide variety of respiratory apparatus and related equipment to ensure compliance with National Safety Regulations and Standards and related governmental and professional standards.

Oversees the maintenance, repair and calibration of self contained respiratory apparatus, supply air respirators, closed circuit respiratory apparatus, RaPid adapters, long line confined re-breathers, personal face pieces and other respirators, pumps and meters used in Fire Suppression and Emergency Medical units.

Recommends and implements improvements for the functioning of respiratory apparatus; prepares specifications for ordering new respiratory apparatus for the Department; test markets prototype equipment for vendors and manufacturers.

Maintains inventory of apparatus parts, such as O-rings for proper cylinder fit and related supplies; records and maintains records on the repair, testing and maintenance of all respiratory apparatus; analyzes repairs and damage reports for prior year and develops department's need projections for the coming year based on frequency of repair and use-life of equipment as defined by the manufacturer to ensure adequate inventory of repair parts; investigates abuse of equipment and recommends remedial training and actions to superiors.

Prepares and administers the Fire department's budget for blanket purchase orders relating to the repair, testing and maintenance of respiratory apparatus and related equipment and holds custodial responsibility for all respiratory apparatus in the Fire Department.

Participates in bi-annual meetings with other municipal fire departments to discuss and resolve apparatus problems and to collect information regarding new equipment on the market; coordinates with vendors to resolve problems.

Prepares training manuals and conducts annual agency-wide training programs, including training Police and Public Works Departments' staff in the proper use and care of a wide variety of respiratory apparatus and oxygen system; maintains liaison with City agencies on all related issues.

Develops an OSHA mandated Respiratory Protection Program with adjustments to the Department's needs; oversees agency adherence to these standards.

Conducts annual fitness tests of face pieces and related equipment for all Fire Suppression and Emergency Medical Service personnel.

Participates in major emergency incidents to ensure respiratory apparatus remain mechanically operational.

Maintains database of Fire Department's member identification cards with equipment assignments crossed.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of rules, regulations and procedures for Fire prevention, suppression and control.

Knowledge of OSHA, MOSHA, and DOT compliance programs and regulations in regard to maintenance of respiratory protection programs and equipment.

Knowledge of inventory control systems. Skill in inspecting, testing, evaluating, repairing and calibrating respiratory apparatus and related equipment.

Ability to establish and maintain computerized tracking systems and procedures.

Ability to work with various vendors and sole-source manufacturers in the procurement of equipment.

Ability to develop and conduct training programs in the use and care of fire respiratory apparatus and related equipment.

Ability to maintain records.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years as a uniformed member of the Baltimore City Fire Department including six months of experience in the maintenance, testing, calibration and repair of respiratory apparatus.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent and a City of Baltimore Driver's Permit required.

Within six months of appointment, the employee must obtain and maintain current applicable manufacturer certificate of completion for the repair and calibration of oxygen delivery respiratory apparatus and related medical equipment utilized by the Baltimore City Fire Department.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: August 27, 2003

REVISED: January 21, 2004)
April 4, 2007 (title changed)
March 25, 2009 (title changed)
July 21, 2009 (MQ & Licensure update)

REVISED: May 24, 2012
October 2, 2013
April 19, 2016 (license changed)

Baltimore City Department of Human Resources

FIRE LIEUTENANT SAFETY AND RISK MANAGEMENT

41285

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant Safety and Risk Management provides oversight and guidance to field Safety Officers in the investigation of emergency and non-emergency incidents. Work of this class involves supervising fire personnel.

Incumbents receive moderate supervision from a technical/and or administrative superior. Employees in this class work a conventional work week including weekend, evenings and holiday hours. Work is performed in an office and at the scenes of emergencies and non-emergency incidents. Work requires moderate physical effort such as standing and bending.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not all inclusive. The position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Provides oversight and guidance to field shift Incident Safety Officers engaged in policy enforcement during emergency and non-emergency incidents.

Assists in conducting investigations of vehicle collisions and employee injury; interviews witnesses to obtain statements and take pictures at the scene.

Assists Command Officers in reviewing, updating and interpreting standard operating procedures and departmental regulations.

Manages daily scheduling of personnel assigned to the office as well as long and short term personnel temporarily assigned.

Completes federal, state and local incident forms to include OSHA 300, Chemical Information List, and employee incidents reports.

Reviews initial reports from field officers to ensure reports are complete, precise and all necessary materials are attached.

Prepares statistical data and reports to be included in initial report to commanding officer regarding a member's past driving or incident record.

Gathers materials, reports, files and other pertinent information to prepare incident packets for Command Officers review and submission to Incident Review Panel for further actions.

Provides guidance to firefighting personnel at the scene of an emergency to ensure compliance with required safety polices and techniques.

Maintains personnel records and confidential files.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of OSHA and MOSHA laws and related federal, state and local regulations.

Knowledge of Maryland Motor Vehicle Administration Procedures.

Knowledge of Microsoft Office Suite and other software programs.

Knowledge of Fire and Emergency Rescue Techniques.

Knowledge of fire and emergency safety procedures and techniques.

Knowledge of CPR and first aid.

Ability to respond effectively in stressful situations with tact and diplomacy.

Ability to establish and maintain effective working relationships with others.

Ability to train others.

Ability to work independently and without supervision.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer effectively to retrieve data and generate reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician-B from the Maryland Institute for Emergency Medical Services System (MIEMSS) is required.

A certificate of course completion for Fire Officer I from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Fire Department Safety Officer from Maryland Fire Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.
Incident Command Systems 700: National Incident Management Systems: an Introduction.
Incident Command Systems 800: National Response Framework: an Introduction

NOTE: Must obtain Certified Safety Manager certification from the National Association of Safety Professionals within one year of the date of promotion.

NOTE: Must obtain a certification of course completion for Conducting Safe Live Fire Training Evolutions from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate within one year of the date of promotion.

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with identifying number.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 25, 2015

REVISED: April 19, 2016 (licensed changed)
May 25, 2018 (KSA/MQ revision)
September 14, 2020
May 26, 2023 (licensed change)

Baltimore City Department of Human Resources

EMERGENCY MEDICAL SUPPLY OFFICER, ALS

41286

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

An Emergency Medical Supply Officer, ALS maintains and issues disposable and non-disposable emergency medical supplies and equipment for medic units. Work of this is class involves no supervisory duties or responsibilities.

The incumbent receives general supervision from an administrative superior. The employee in this class works a conventional workweek and is subject to 24-hour callback. Work is performed in an office where there are normal working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Fire Department, maintains a record of emergency medical supplies in stock and issues disposable and non-disposable supplies for the medic units, including stationary units.

With the department's Medical Director, coordinates the procurement, storing and issuing of drugs, such as narcotics, cardiac and respiratory medications and medical equipment, such as difribrillators, portable and mobile suction equipment used in the Emergency Medical Services unit (EMS); maintains records of expiration dates, storage conditions and arranges for disposal.

Maintains computer records of all emergency medical supplies ordered from vendors and reviews for expiration dates; prepares monthly reports of inventory issued including costs.

Compiles usage data and projects costs for the EMS budget and writes requisitions and justifications for purchases.

Participates in the research of newly available medical equipment and prepares specifications for new EMS equipment and vehicles to be used in the vendor bidding process; resolves problems with vendors.

Designs storage units and areas, including floor plans for proper placement and location of EMS equipment, labels EMS equipment and cabinets for new vehicles.

Obtains feedback from EMS staff on the effectiveness of emergency medical equipment and supplies and analyzes the data; makes recommendations and reports findings to superior.

Schedules maintenance for all equipment used for medical purposes by EMS staff, repairs and cleans equipment and decontaminates vehicles and personnel as required.

Compiles monthly reports on equipment failures; maintains drug records according to DEA requirements.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of medical products and equipment used in Emergency Medical Service.

Knowledge of storage, security, and disposal requirements for medical products.

Knowledge of inventory control and purchasing systems.

Knowledge of OSHA/DEA regulations.

Ability to collect and analyze data for budgetary purposes.

Ability to design storage units and floor plans for effective storage of medical products.

Ability to write contract specifications for the procurement of medical equipment and supplies.

Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

Ability to drive in emergency and non-emergency conditions.

Ability to use the Microsoft Office Suite.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Two years of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as an Advanced Life Support Provider (Cardiac Rescue Technician or Emergency

Medical Technician-Paramedic) from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and a City of Baltimore driver's permit is required.

NOTE: Those eligibles who are under final consideration for appointment to this class will be required to authorize the release of criminal conviction.

NOTE: Members of the Baltimore City Fire Department hired between March 31, 1997 and December 31, 2006 as a Firefighter/Paramedic Apprentice mush have successfully completed the Baltimore City Firefighter/Paramedic Apprenticeship program.

NOTE: Members of the Baltimore City Fire Department must obtain and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or license requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: August 27, 2003

REVISED: January 21, 2004
August 25, 2010 (Title Change)
September 9, 2010 (M.Q. Change)
May 11, 2018
September 24, 2020(Title Change)

Baltimore City Department of Human Resources

FIRE CAPTAIN SAFETY AND RISK MANAGEMENT

41287

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain, Office of Safety and Risk Management supervise the day-to-day activities of the Office of Safety and Risk Management. Work of this class involves supervising emergency services officers and personnel.

Incumbents receive moderate supervision from a technical and/or administrative superior. Employees in this class work a typical work week and may include weekends, evenings and holiday hours. Work is performed in an office and at the scenes of emergencies and non-emergency incidents. Work requires moderate physical effort such as standing and bending.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops and oversees the implementation of new and revised policies and procedures for fire safety for the Office of Safety and Risk Management.

Manages and develops record collection systems to share data and information with various government agencies and internal divisions.

Reviews and prepares statistical and narrative reports for review by the immediate supervisor.

Makes recommendations to immediate supervisor and other authorities based on the severity of the incident.

Develops and maintains accurate and complete files, records and reports on emergency and non-emergency departmental incidents.

Reviews all investigations reports of vehicle collisions and employee injury; as well witness statements and evidence.

Reviews all federal, state and local forms to include OSHA 300, Chemical Information List, and employee incidents reports.

Provides suggestions, recommendations and/or proposals to command personnel at the scene of an emergency to ensure that safety policies and practices are enforced.

Represents the department at meetings, conferences, and hearings with other jurisdictions.

Assists the Officer in Charge at the scene of emergency or non-emergency incidents.

Assists Command Officers in reviewing, updating and interpreting standard operating procedures and departmental regulations.

Delegates and reviews the work of staff and conducts performance evaluations.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of OSHA and MOSHA laws and related federal, state and local regulations.

Knowledge of Maryland Motor Vehicle Administration Procedures.

Knowledge of fire and emergency safety techniques.

Knowledge of Microsoft Office and other software programs.

Knowledge of Fire and Emergency Rescue techniques.

Knowledge of CPR and first aid.

Ability to develop policies and procedures and to ensure their implementation.

Ability to respond effectively to stressful situations with tact and diplomacy.

Ability to establish and maintain productive working relationships with others.

Ability to train others.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer efficiently to retrieve data and generate reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - Three years of experience as a Fire Lieutenant in the Office of Safety and Risk Management of the Baltimore City Fire Department and is currently assigned to the Office of Safety and Risk Management. An accumulation of at least 30 credits from a regionally accredited institution and coursework should be in Fire Science, management, business, public administration, emergency management, medical/health, or other related curriculum.

Equivalencies: - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certification as a Maryland Emergency Medical Technician-B from the Maryland Institute for Emergency Medical Services System (MIEMSS).

Current certification as Fire Officer II from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion as Fire Department Safety Officer from Maryland Fire and Rescue Institute (MFRI).

NOTE: Employees in this class must have completed and passed the following courses at the time of hire unless otherwise noted:

A certificate of course completion for Fire Officer II from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems

Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents.

Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents.

Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents.

Incident Command Systems 700: National Incident Management Systems: an Introduction.

Incident Command Systems 800: National Response Framework an Introduction.

NOTE: Must obtain Certified Safety Manager within one year of the date of promotion.

NOTE: Must obtain, 2020 Incident Safety Officer (NFPA 1521), within two years of the date of promotion or possess a 2015 Incident Safety Officer (NFPA 1521).

NOTE: The certificate from the Pro Board must have the Pro Board Accreditation symbol with the identifying number.

NOTE: National Fire Academy (NFA) COURSES R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalencies for Incident Command Systems 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment are required to authorize the release of criminal conviction information.

ADOPTED: February 25, 2015

REVISED: May 13, 2015
May 25, 2018 (revised KSA/MQ)
November 7, 2018 (revised MQ)
September 4, 2019 (MQ change)
May 17, 2021 (license changed)

Baltimore City Department of Human Resources

CHIEF, RISK PROGRAM PLANNING & DEVELOPMENT

41288

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Chief, Risk Program Planning & Development, oversees, plans and develops initiatives designed to help communities prevent and reduce the risk of fires and traumatic injuries. Work of this class involves supervising fire personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek but are on call seven days a week 24 hours a day. Work is performed primarily in an office and at work sites in the field, where there is exposure to hazardous conditions. Work may require moderate physical activity such as walking, bending and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Designs data collection tools and strategies to obtain necessary information from field personnel, external partners and other city agencies to formulate responsive risk reduction programs.

Compiles data and statistics to prepare the community reduction plan.

Assists in the research and development of grant applications to solicit alternative funding sources.

Interprets and identifies community risk problems and develops strategies for intervention via community planning teams and city resources.

Develops, implements and manages goals, objectives, policies and procedures in the area of community relations and risk reduction.

Monitors and evaluates community risk reduction related programs and initiatives and provides quality assurance to ensure delivery is consistent with best practices and applicable guidelines.

Identifies areas needing improvements and makes recommendations to the Assistant Chief of Community Risk Reduction.

Plans, directs, reviews and coordinates the work plan for fire staff; assigns work activities, projects and programs to staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of community risk reduction – NFPA 1730.

Knowledge of firefighting techniques, investigation, prevention, training and Emergency Medical Services.

Knowledge of the laws and ordinances, rules and regulations governing operations of the Fire Department.

Ability to design data collection tools to obtain necessary information.

Ability to collect, analyze and utilize data to formulate responsive risk reduction programs and to provide continual quality assurance for risk reduction.

Ability to develop and review training and educational curricula.

Ability to establish and maintain effective working relationships with city officials and community leaders.

Ability to communicate effectively both orally and in writing.

Ability to utilize and operate standard business computers and software.

Ability to maintain records and databases and prepare statistical and narrative reports.

Ability to drive in emergency and non-emergency conditions.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year as a Fire Captain assigned to Administration, Fire Prevention and Investigation, Emergency Medical Services, Suppression, or Training in the Baltimore City Fire Department.

Education – At least 60 credits from a regionally or nationally accredited institution is required. Coursework should be in fire science, management, business, public administration, emergency management, medical/health or other job related curriculum.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the office of Risk Management **and** a City of Baltimore Driver's Permit are required.

A certificate of course completion for Fire Officer III from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Fire Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate with the Pro Board Accreditation symbol with identifying number.

A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems
Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
Incident Command Systems 700: National Incident Management Systems: An Introduction
Incident Command Systems 800: National Response Framework: An Introduction

*National Fire Academy (NFA) courses R337/N337/O337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional education course and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), Maryland Fire and Rescue Institute (MFRI), Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) and/or Baltimore City Fire Department (BCFD).

NOTE: The selected member must complete Leadership Strategies for Community Risk Reduction (National fire Academy R0200) within one year of appointment.

In the event of changes in the standards, certifications or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: AUGUST 11, 2015 (DRAFT #1)

REVISED: NOVEMBER 18, 2015 (DRAFT #2)
December 23, 2015 (DRAFT #3)
FEBRUARY 1, 2016 (Title Change)
April 4, 2018 (KSA and MQ Change)
April 28, 2020 (MQ change)

Baltimore City Department of Human Resources

CHIEF, RISK PROGRAM PLANNING & DEVELOPMENT, ALS

41289

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Chief, Risk Program Planning & Development, ALS oversees, plans and develops initiatives designed to help communities prevent and reduce the risk of fires and traumatic injuries. Work of this class involves supervising fire personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek but are on call seven days a week 24 hours a day. Work is performed primarily in an office and at work sites in the field, where there is exposure to hazardous conditions. Work may require moderate physical activity such as walking, bending and stooping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Designs data collection tools and strategies to obtain necessary information from field personnel, external partners and other city agencies to formulate responsive risk reduction programs.

Compiles data and statistics to prepare the community reduction plan.

Assists in the research and development of grant applications to solicit alternative funding sources.

Interprets and identifies community risk problems and develops strategies for intervention via community planning teams and city resources.

Develops, implements and manages goals, objectives, policies and procedures in the area of community relations and risk reduction.

Monitors and evaluates community risk reduction related programs and initiatives and provides quality assurance to ensure delivery is consistent with best practices and applicable guidelines.

Identifies areas needing improvements and makes recommendations to the Assistant Chief of Community Risk Reduction.

Plans, directs, reviews and coordinates the work plan for fire staff; assigns work activities, projects and programs to staff.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of community risk reduction – NFPA 1730.

Knowledge of firefighting techniques, investigation, prevention, training and Emergency Medical Services.

Knowledge of the laws and ordinances, rules and regulations governing operations of the Fire Department.

Ability to design data collection tools to obtain necessary information.

Ability to collect, analyze and utilize data to formulate responsive risk reduction programs and to provide continual quality assurance for risk reduction.

Ability to develop and review training and educational curricula.

Ability to establish and maintain effective working relationships with city officials and community leaders.

Ability to communicate effectively both orally and in writing.

Ability to utilize and operate standard business computers and software.

Ability to maintain records and databases and prepare statistical and narrative reports.

Ability to drive in emergency and non-emergency conditions

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year as a Fire Captain assigned to Administration, Fire Prevention and Investigation, Emergency Medical Services, Suppression, or Training Bureau in the Baltimore City Fire Department.

Education – At least 60 credits from a regionally or nationally accredited institution is required. Course work should be in fire science, management, business, public administration, emergency management, medical/health, or other job-related curriculum.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Must hold and maintain Advanced Life Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A certificate of course completion for Fire Officer III from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Fire Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from Federal Emergency Management Agency (FEMA),
Maryland Emergency Management Agency (MEMA) or
Maryland Fire and Rescue Institute (MFRI) for the following:

*Incident Command Systems 100: Introduction to Incident Command Systems
*Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents
*Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents
*Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents
*Incident Command Systems 700: National Incident Management Systems: An Introduction
*Incident Command Systems 800: National Response Framework: An Introduction

*National Fire Academy (NFA) courses R337/N337/O337 Command and General Staff Functions for Local Incident-Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400.

NOTE: Eligible candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional education course and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), Maryland Fire and

Rescue Institute (MFRI), Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA) and/or Baltimore City Fire Department (BCFD).

NOTE: The selected member must complete Leadership Strategies for Community Risk Reduction (National Fire Academy R0200) within one year of appointment.

In the event of changes in the standards, certifications or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: March 1, 2017

REVISED: April 5, 2018 (MQ LICENSE UPDATE)
April 28, 2020 (MQ change)

Baltimore City Department of Human Resources

FIRE SAFETY AND HEALTH OFFICER

41290

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Safety and Health Officer plans, develops, monitors and coordinates the City fire safety and health program. Work of this class involves supervising the activities of fire fighting personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek but are on call seven days a week, twenty-four hours a day. Work is performed in an office and at work sites in the field, where there is exposure to hazardous conditions. Work may require moderate physical activity such as walking, bending and stooping during visits to fire sites.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops, reviews, revises and recommends rules, regulations and standard operating procedures pertaining to the Fire Department safety and health program.

Investigates and develops procedures to report and to investigate departmental safety hazards and accidents; maintains liaison with City, State and Federal agencies involved in accident investigations; identifies and analyzes safety and health hazards and takes corrective action.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate personnel.

Plans and administers a training and testing program to address departmental health and safety hazards, equipment use and failure and vehicular accidents.

Coordinates activities with and provides information and assistance to departmental personnel engaged in identifying, reporting and correcting health and safety hazards.

Implements and maintains a program to evaluate, test and recommend fire equipment and protective clothing to ensure adherence to departmental health and safety standards.

Responds to and observes activities at emergencies in the field to ensure enforcement of departmental safety regulations and prepares reports and makes recommendations on emergency protocols.

Acts as a member of the Fire Department Occupational Safety and Health Committee and prepares committee reports and recommendations.

Maintains statistical records and databases on a wide variety of departmental safety and health matters such as accident summaries, failure of equipment, performance standards and accident trends and rates.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of federal, state and local laws and regulations governing occupational safety and health and their application to firefighting.

Knowledge of the safety and health hazards of firefighting and related activities.

Knowledge of the techniques of planning and administering a safety and health program.

Knowledge of the safety hazards and failure issues related to fire equipment and protective clothing.

Ability to investigate and evaluate accidents and safety hazards, make recommendations and compile and analyze statistical data to determine trends.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to utilize and operate standard business computers and software.

Ability to maintain records and databases and prepare reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in the class of Fire Lieutenant in the Baltimore City Fire Department assigned to Suppression, Training, Fire Prevention, Safety or Investigation Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent and a City of Baltimore Driver's Permit are required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1995

REVISED: September 20, 2006
April 19, 2016

Baltimore City Department of Human Resources

FIRE LIEUTENANT OEM, ALS

41291

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Lieutenant OEM, ALS supervises emergency management response staff. Work of this class involves supervising fire fighter/paramedic, hazardous materials technicians and related personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including weekends, evenings and holidays. Work is performed in an office and at scenes of accidents, disasters or other hazardous situations. Work requires moderate physical effort such as lifting victims and moving debris and materials.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the shift firefighter/paramedic, hazmat and special forces personnel assigned to the Office of Emergency Management of the Fire Department for the purpose of dealing with natural and man-made disasters such as blizzards, hurricanes, wild fires, car, truck and tanker accidents, explosions, building collapses, industrial accidents, shipwrecks and terrorist attacks that involve hazardous biological and chemical materials; ensures full staffing of firefighter and hazmat units; ensures smooth transition of staffs between shifts; ensures that staff maintains professional demeanor and discipline.

Develops training schedule and materials for unit encompassing the four phases of Emergency Management mitigation, preparedness, response and recovery for a large urban municipality; trains OEM and other agency staff in hazardous materials identification, handling, abatement and disposal procedures, use of equipment and supplies, disaster protocols and emergency management response techniques and procedures;

Receives notification of impending emergency weather warnings and takes appropriate preparatory responses.

Responds to major natural or man-made incidents involving mass disasters or hazardous materials; assists fire emergency medical staff with the triage of patients and victims to area hospitals, transfer of patients and effective communication between personnel at scene of incident and hospital staff receiving patients; assists other agencies with population evacuation and shelter plans and operations.

Develops and maintains effective working relationships with fire suppression, emergency medical and other public and private City and neighboring local jurisdiction responders at accident and disaster sites.

Schedules for and ensures maintenance of emergency management vehicles, equipment and materials inventory; ensures decontamination of vehicles to eliminate communicable diseases, pest infestation and hazardous biological or chemical materials.

Reviews and edits emergency management reports for accuracy, omissions, errors or problems.

Investigates citizen complaints, commendations and accidents involving Office of Emergency Management personnel and on-the-job injuries or deaths of agency personnel due to hazardous situations and materials; determines guilt or innocence of accused personnel; documents findings.

May perform minor repairs to and arranges for road service or replacement of inoperable emergency vehicles and radios to ensure uninterrupted and rapid response to emergency calls and disasters; oversees and may maintain and clean emergency vehicles.

Recommends and justifies need for additional equipment and supplies; evaluates responses to major disasters.

Advises superiors on unit and program operations and problems and local jurisdictional planning coordination, cooperation and problems; participates with superiors and local jurisdictions in developing long-term plans, responses and strategies for dealing with emergencies and disasters.

Provides information to the media at scenes of disasters in accordance with City public information and privacy guidelines and Fire Department regulations; may notify family of injured personnel; may arrange transport of family to hospital or transport of personnel from hospital.

Maintains liaison with community, neighborhood and business groups and institutions on emergency preparedness for handling major disasters; coordinates civilian activities and operations with the Citizen Corps Council and Community Emergency Response Teams; presents slide and tape shows, demonstrations, disaster preparedness materials and speeches and classes to school children, community groups and others upon request concerning the Fire Department's handling of and preparation for major accidents, disasters and other man-made or natural emergency situations; coordinates and oversees the participation of the Office of Emergency Management in community events and fairs.

Keeps abreast of the development and use of new biological and chemical hazardous materials, especially in regard to the potential for accidents, disasters or use in terrorist attacks, as well as governmental efforts to respond to major public emergency situations including City, State and Federal emergency and disaster management technologies, strategies, techniques, laws and policies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of major biological and chemical hazardous materials and their properties, uses, proper handling, recovery and danger or toxicity mitigation.

Knowledge of OSHA and MOSHA laws and related City, State and Federal regulations dealing with the handling of natural and man-made hazardous disasters and accidents.

Knowledge of ambulance service regulations and procedures.

Skill in identifying hazardous biological and chemical materials at disaster and accident sites.

Ability to respond effectively in stressful situations with dispatch, tact and diplomacy.

Ability to oversee and coordinate on-site victim search and rescue and hazard identification and abatement efforts at the scene of major accidents and disasters.

Ability to establish and maintain effective working relationships with fire suppression, fire medical services and related public and private emergency crews at incident site.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer utilizing a variety of standard business software.

Ability to instruct.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license, or an equivalent **and** a City of Baltimore Driver's Permit are required.

Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

Current certifications as a Hazardous Materials Technician and a Level I Instructor from the Maryland Fire and Rescue Institute (MFRI) are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Successful completion of National Incident Management System (NIMS) Incident Command System (ICS) courses 100, 200, 700 and 800 from the Emergency Management Institution (EMI) of the Federal Emergency Management Agency (FEMA) of the US Department of Homeland Security (DHS) is required.

Employees in this class must hold and maintain valid licenses and certifications as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE CAPTAIN OEM, ALS

41292

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Captain OEM, ALS oversees the operations of the Fire Department's City-wide emergency management response operations. Work of this class involves supervising the activities of fire fighter/paramedic, hazardous materials technicians and related personnel.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed in an office and at the scenes of hazardous situations such as fires, accidents or mass disasters. Work requires moderate physical activity such as lifting victims and moving debris and materials.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Office of Emergency Management of the Fire Department, enforces divisional and agency rules and regulations; oversees and coordinates the agency's City-wide and multi-jurisdictional response to natural and man-made disasters and emergencies such as blizzards, hurricanes, wild fires, car, truck and tanker accidents, explosions, building collapses, industrial accidents, shipwrecks and terrorist attacks that involve hazardous biological and chemical materials; oversees the full staffing of firefighter and hazmat units on all shifts; oversees the smooth transition of staffs between shifts; ensures that staff maintains professional demeanor and discipline;

Receives notification of impending emergency weather warnings and takes appropriate preparatory responses.

Evaluates the effectiveness of Emergency Management operations, services and personnel encompassing the four phases of Emergency Management mitigation, preparedness, response and recovery for a large urban municipality through observation and review of records; regularly reviews and analyzes data related to operational and personnel activity; reviews and recommends solutions to problems.

Oversees administrative matters of the Office of Emergency Management such as maintenance and processing of personnel and payroll records, inventory records and monthly statistical reports.

Responds to major natural or man-made incidents involving mass disasters or hazardous materials; assists fire emergency medical staff with the triage of patients and victims to area hospitals, actual transfer of patients and effective communication between personnel at scene of incident and hospital personnel receiving patients; assists other agencies with population evacuation and shelter plans and operations.

Develops and maintains effective working relationships with City and multi-jurisdictional, State and Federal emergency management, fire suppression, emergency medical and other public and private responders at accident and disaster sites.

Maintains close liaison with emergency management staff and officers in surrounding jurisdictions to coordinate efforts during multi-jurisdictional natural and man-made accidents, disasters and terrorist attacks; participates with emergency management officials in surrounding jurisdictions in conducting post-disaster evaluations of effectiveness of responses and formulating policies and procedures for the handling of future disasters.

May provide information to the media at scenes of disasters in accordance with City public information and privacy guidelines and Fire Department regulations.

Reviews and edits reports justifying need for additional equipment and supplies; reviews, edits and approves staff evaluations of responses to major disasters.

Advises superiors and City officials on unit and program operations and problems and local jurisdictional planning coordination, cooperation and problems; participates with superiors and local jurisdictions in developing long-term plans, responses and strategies for dealing with emergencies and disasters.

Oversees the maintenance and use of apparatus, equipment, supplies and quarters to ensure readiness for duty.

Investigates and directs the investigation of citizen complaints, commendations and accidents involving Office of Emergency Management personnel and on-the-job injuries or deaths of agency personnel due to hazardous situations and materials; reviews investigation reports, determines guilt or innocence of accused personnel and makes recommendations to prevent future accidents and complaints; documents findings.

Maintains liaison with community, neighborhood and business groups and institutions on emergency preparedness for handling major disasters; coordinates civilian activities and operations with the Citizen Corps Council and Community Emergency Response Teams; presents slide and tape shows, demonstrations, disaster preparedness materials and speeches and classes to school children, community groups and others upon request concerning the Fire Department's handling of and preparation for major accidents, disasters and other man-made or natural emergency situations; oversees the participation of the Office of Emergency Management in community events and fairs.

Keeps abreast of the development and use of new biological and chemical hazardous materials, especially in regard to their potential for accidents, disasters or use in terrorist attacks and as well as governmental efforts to respond to major or hazardous public emergency situations including City, State and Federal emergency and disaster management technologies, strategies, techniques, laws and policies.

Reviews and approves training schedules and materials for unit.

Assumes duties and responsibilities of superior in the latter's absence.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of laws and ordinances and rules and regulations governing operations of the Baltimore City Fire Department's Office of Emergency Management.

Knowledge of major hazardous biological and chemical materials and their properties, uses, proper handling, recovery and danger or toxicity mitigation.

Knowledge of OSHA and MOSHA laws and related City, State and Federal regulations dealing with the handling of natural and man-made hazardous disasters and accidents

Knowledge of ambulance operations, regulations and procedures.

Knowledge of administrative techniques.

Knowledge of training methods and techniques.

Skill in identifying hazardous biological and chemical materials at disaster and accident sites.

Skill in establishing and maintaining effective working relationships with multi-jurisdictional emergency management staff and officials, City fire suppression, fire medical services and related public and private emergency crews at an incident site.

Ability to respond effectively in stressful situations with dispatch, tact and diplomacy.

Ability to oversee and coordinate on-site victim search and rescue and hazard identification and abatement efforts at the scene of major City and multi-jurisdictional accidents and disasters.

Ability to coordinate crews and responses to multiple City and multi-jurisdictional incidents to ensure and expedite the provision of effective hazard-abatement emergency services.

Ability to communicate effectively, both orally and in writing.

Ability to train and instruct others.

Ability to operate a personal computer utilizing a variety of standard business software.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – One year of experience as a Fire Lieutenant OEM in and currently assigned to the Office of Emergency Management within the Baltimore City Fire Department.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Must hold and maintain Advanced Life-Support Licensure from the Maryland Institute for Emergency Medical Services Systems.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a City of Baltimore Driver's Permit are required.

Current certifications as a Hazardous Materials Technician and a Level I Instructor from the Maryland Fire and Rescue Institute (MFRI) are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

Successful completion of National Incident Management System (NIMS) Incident Command System (ICS) courses 100, 200, 300, 400, 700 and 800 from the Emergency Management Institution (EMI) of the Federal Emergency Management Agency (FEMA) of the US Department of Homeland Security (DHS) is required.

Employees in this class must hold and maintain valid licenses and certifications as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: February 5, 2014

Baltimore City Department of Human Resources

FIRE APPARATUS OFFICER

41293

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Apparatus Officer deploys fire apparatus and vehicles based on usage, location and assignment, develops technical specifications for the acquisition of fire apparatus and vehicles and coordinates the repair and maintenance of the fire vehicle, apparatus and equipment fleet. Work of this class involves supervising uniform members of the Fire Department.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek that involves being on-call 24 hours a day/7 days a week. Work is performed primarily in an office setting where there are few uncomfortable working conditions; however, inclement weather and other hazardous conditions may be encountered in the repair shop and during on-site fire emergency visits. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Deploys and shifts fire apparatus and vehicles based on agency-wide strategic usage and fire suppression unit locations and assignments.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit staff.

Confers with Fire management on apparatus needs, problems, new technology and strategic equipment deployment.

Writes specifications for new fire apparatus and vehicles; investigates and tests new fire apparatus and vehicles for suitability with and adherence to agency, professional and manufacturer standards; approves and orders parts for vehicles and equipment; coordinates the selling of vehicles; maintains liaison with the Bureau of Purchases on the purchase of new vehicles and equipment.

Establishes vehicle maintenance priorities and prepares and monitors vehicle maintenance schedules for Fire trucks and engines, ladders, ambulances, air-cascade units and Chief cars; determines whether repair and maintenance work is to be done in-house, by other City agencies or vendor; coordinates vehicle maintenance and repair priorities and schedules with other City agencies and vendor; oversees the emergency and night-time repair of apparatus and vehicles.

Inspects, tests, evaluates and monitors the use of damaged and malfunctioning vehicles and equipment on-site and in the repair shop to ascertain repair costs, repair feasibility, replacement and equipment disposition; recommends the disposition and sale of damaged or obsolete vehicles and equipment.

Investigates and researches apparatus and vehicle damage, misuse and abuse incidences and trends; prepares reports to superiors noting trends and recommending solutions.

Maintains inventory of specialized Fire equipment parts and items such as ladders, hoses, hose mounts and lights and non-specialized parts.

Attends pre-bid conferences to answer vendor questions; reviews bids for fire apparatus and vehicles to ensure compliance with bid specifications.

Meets with vendors to inspect and test drive new fire vehicles, equipment and apparatus; recommends the purchase of vehicles, equipment and apparatus which meet the fire department's and professional requirements; maintains liaison with vendors on repair, maintenance, warranty parameters and limitations and replacement parts matters.

Assigns, reviews and corrects the work of firefighters engaged in the repair and maintenance of fire vehicles, equipment and apparatus.

Trains technical subordinates in the repair and maintenance of fire vehicles, equipment and apparatus.

Attends fire site when called to the scene by the incident Commander to deal with vehicle, equipment and apparatus damage and malfunction problems.

Maintains specifications and maintenance records of fire vehicles, equipment and apparatus and prepares technical and narrative reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods and techniques of repairing gasoline and diesel engines.

Knowledge of the maintenance and repair of fire vehicles, apparatus and equipment.

Knowledge of the techniques of writing specifications for fire vehicles, apparatus and equipment.

Knowledge of the strategic deployment and usage of the equipment, apparatus and vehicle fleet of the Fire Department.

Knowledge of high-pressure water system repair.

Ability to assess and determine the Fire Department's vehicle, equipment and apparatus needs.

Ability to deploy apparatus and vehicles based on usage and fire unit assignment.

Ability to coordinate a vehicle maintenance and repair schedule both in-house and with other City agencies.

Ability to detect and assess vehicle damage and misuse.

Ability to train technical subordinates in the repair and maintenance of fire vehicles, equipment and apparatus.

Ability to test and evaluate new models of fire apparatus and vehicles both for suitability for Fire Department use and adherence to professional and manufacturing standards.

Ability to maintain a large inventory of specialized and non-specialized Fire vehicle, equipment and apparatus parts.

Ability to establish and maintain effective working relationships with Fire Department managers, City officials, vendors and manufacturers.

Ability to communicate effectively, both orally and in writing.

Ability to maintain records and write reports.

Ability to use computer with basic proficiency.

Ability to assign, review and correct the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience as a uniformed member of the Fire Department in the Suppression, Training, Administration, EMS, Fire Prevention or Investigation Services. One year of experience in writing fire department equipment and vehicle specifications and currently assigned to the Fire Suppression, Fire Prevention, Fire Training, Administration or Investigation Services.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

ADOPTED: June 23, 1993

REVISED: January 22, 2007
December 19, 2012 (title change)
February 1, 2016

FIRE SUPPLY OFFICER, ALS

41294

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Supply Officer, ALS plans and coordinates the receipt, storage and distribution of equipment, materials and supplies in a storeroom. Work of this class involves leading the work of supply personnel.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek and are subject to 24-hour callback. Work is performed in an office where there are normal working conditions. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Participates in and assigns, reviews and corrects the work of supply personnel in the receipt, storage, issuance and control of clothing, gear, equipment and other supplies.

Maintains effective inventory management, including repair, maintenance protocols, inventory chain of custody, maintains records of receipts and disbursements, schedules and maintains log of daily deliveries and pick-ups, maintains individual and company records of personal protective equipment, issued clothing and supplies issued to all apparatus and facilities.

Outfits personnel with a complete set of equipment and clothing.

Collects destroyed and condemned clothing and equipment for insurance purposes.

Assigns vehicle routes for pick-up and delivery of materials; arranges for equipment repair.

Researches industry standards and changes, and prepares specifications for clothing, gear, boots, helmets and other Baltimore City Fire Department supplies and equipment. Reports findings and makes recommendations.

Participates in the procurement process with Baltimore City Fire Department fiscal office and Bureau of Purchases.

Acts as an internal resource relative to addressing the concerns of the Joint Labor Management Safety Committee and ongoing commitment to safety initiatives.

Prepares management reports to identify Baltimore City Fire Department needs, material useful life standards, and time line for implementing city purchase orders, ensuring the supply chain is uninterrupted.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of receiving, storing and issuing fire supplies, materials and equipment.

Knowledge of the installation and maintenance of inventory control records.

Ability to learn the Baltimore City Procurement System.

Ability to respond to emergency incidents as required.

Ability to assign, review and correct the work of others.

Ability to establish and maintain effective professional relationships with peers and the public, particularly during stressful situations.

Ability to work effectively as a team.

Ability to communicate effectively.

Ability to drive in emergency and non-emergency conditions.

Ability to use Microsoft Office Suite.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Two years of experience as a uniformed member of the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention, Fire Investigative Services or Emergency Medical Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license, or an equivalent out of state driver's license acceptable to the Office of Risk Management and City of Baltimore driver's permit are required.

Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

NOTE: Hazardous-Materials Operations course completion from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Those eligibles who under consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 23, 1993

REVISED: March 9, 2011
March 18, 2013
February 1, 2018
September 24, 2020 (Title Change)

Baltimore City Department of Human Resources

Battalion Fire Chief Safety & Risk Management, ALS

41295

I. CLASS DEFINITION

A Battalion Fire Chief, Safety and Risk Management directs the activities of the Office of Safety and Risk Management. Work of this class involves directing the activities of Safety Officers and other office personnel.

Incumbents receive general supervision from a technical and/or administrative superior. Employees in this class work a conventional workweek and may include weekends, evenings, and holiday hours. Work is performed in an office and at the scenes of emergency and non-emergency incidents. Work requires moderate physical effort such as standing, bending, and lifting.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Commands the safety unit; is responsible for the personnel, apparatus, equipment, and quarters of each unit of the Office of Safety and Risk Management.

Develops and oversees the implementation of new and revised policies and procedures for fire safety for the Office of Safety and Risk Management.
Develops and maintains accurate and complete files, records and reports on emergency and non-emergency departmental incidents.

Reviews and prepares statistical and narrative reports for review by immediate supervisor.

Reviews all investigation reports of vehicle collisions and employee injury; as well as witness statements and evidence.

Reviews all federal, state and local forms to include OSHA 300, Chemical Information List, and Employee Incident Report

Directs and reviews the work of Fire Captains and Fire Lieutenants assigned to the Office of Safety

And Risk Management; directs safety-related training for all employees of the department; instructs safety officers and enforces departmental rules, regulations, and orders; disseminates information and directives from headquarters to officers.

Reviews reports generated by units; screens reports for accuracy, completeness, and problems. May investigate complaints, incidents, and accidents; Responds to incidents and is responsible for activities and discipline of the forces at the scene.

Manages and develops record collection systems to share data and information with various government agencies and internal divisions

Attends meetings as required.

Respond to and observe activities at incidents in the field when needed to ensure enforcement of departmental safety regulations.

Develops policies and procedures for the operation of the division within the guidelines of the Fire Department Manual of Operations;

Delegates and reviews the work of Captains, Lieutenants, and other staff personnel in the Office of Safety and Risk Management.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations of the Baltimore City Fire Department.

Knowledge of OSHA and MOSHA laws and related federal, state, and local regulations.

Knowledge of Maryland Motor Vehicle Administration Procedures.

Knowledge of fire and emergency safety techniques.

Knowledge of Microsoft Office and other software programs.

Knowledge of Fire and Emergency Rescue techniques.

Knowledge of CPR and first aid.

Ability to develop policies and procedures and to ensure their implementation.

Ability to respond effectively to stressful situations with tact and diplomacy.

Ability to establish and maintain productive working relationships with others.

Ability to train others.

Ability to supervise, including delegating work and evaluating the performance of others.

Ability to maintain legible, accurate and thorough records and documents.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer efficiently to retrieve data and generate reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Fire Captain assigned to the Office of Safety and Risk Management. Have a minimum of 60 credits from a regionally or nationally accredited institution. Coursework should be in occupational health, fire science, management, business, public administration, emergency management, medical/health, or other job-related curriculum.

Equivalencies – Not Applicable

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's acceptable to the Office of Risk Management, and a Baltimore City driver's permit.

- Current certification as a Maryland Emergency Medical Technician-Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

- A certificate of course completion for Fire Department Safety Officer or Incident Safety Officer from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

- A certification of course completion for Conducting Safe Live Fire Training Evolutions from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

- Safety Director certification from the National Association of Safety Professionals.

- A certificate of course completion for Fire Officer III and Instructor II from Maryland Fire Rescue Institute (MFRI) or a Pro Board Certificate with the Pro Board Accreditation Symbol with identifying number.

- A certificate of course completion from Federal Emergency Management Agency (FEMA), Maryland Emergency Management Agency (MEMA), or Maryland Fire and Rescue Institute (MFRI) for the following:

- Incident Command Systems 100: Introduction to Incident Command Systems.

- Incident Command Systems 200: Incident Command Systems for Single Resources And Initial Action Incidents

- Incident Command Systems 300: Intermediate Incident Command Systems for Expanding Incidents

- Incident Command Systems 400: Advanced Incident Command Systems for Command and General Staff-Complex Incidents

- Incident Command Systems 700: National Incident Management Systems: an Introduction

- Incident Command Systems 800: National Response Framework: an Introduction

- National Fire Academy courses R337/N337/0337 Command and General Staff Functions for Local Incident Management Teams (2007 or later) are acceptable equivalents for Incident Command (ICS) courses 300 and 400.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

ADOPTED: August 16, 2023

Baltimore City Department of Human Resources

FIRE PUMP OPERATOR SUPPRESSION

41296

I. CLASS DEFINITION

A Fire Pump Operator Suppression drives and operates department apparatus including but not limited to fire engines, Medics, Ambulances, Suppression Support Vehicles and other related equipment. Performs emergency medical services, fire suppression, emergency rescue and fire prevention duties. Maintains departmental property, equipment and apparatus. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers basic life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Rescue and remove victim(s) from the scenes of accidents, illnesses, fires, or disasters and apply emergency medical care to victims when necessary

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Operates pump panel to ensure proper flow of water through hoses; monitors gauges to determine needed water pressure; operates manual or digital throttle to control amount of water pressure.

Obtains hose lines from other sources as needed and calculates water use and monitors water availability.

Performs required procedures at hydrants.

Supplies adequate hose needed for fire ground operations.

Utilizes appropriate appliances.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Perform Home Visits and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of basic life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.
Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of hydraulics, water pumps and fire apparatus operations.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Ability to understand, follow and comply with orders and directions.

Ability to properly operate a pump on a fire engine.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management **and** a Baltimore City Driver’s Permit are required. A valid Emergency Vehicle Operator’s Card issued by the City of Baltimore Fire Department OR a valid Maryland Class B Commercial or Noncommercial driver’s license.

Completion of the Pump Operator course by the Maryland Fire and Rescue Institute (MFRI) or Acting Out-of-Title approval for the Pump Operator is required.

Emergency Medical Technician-B certification issued from Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES:

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: December 26, 1957

REVISED: January 9, 1958
November 26, 1969
April 12, 1972
June 6, 1973
May 7, 1975
May 19, 1982
April 11, 1984
March 24, 1986
May 9, 1991
April 11, 1994
April 20, 1994
October 17, 1994
September 23, 1996 (license changed)
March 19, 1999 (license changed)
February 14, 2001 (license changed)
July 13, 2001
October 25, 2001
April 12, 2002
July 14, 2003
June 8, 2004
December 19, 2007 (new ALS class 41273)
February 1, 2008
March 18, 2008
May 9, 2008 (license changed)
May 21, 2010
December 30, 2011 (Course completion in 6 months)
September 25, 2013 (title change)
January 29, 2018 (ALS note removed)
April 5, 2018

Baltimore City Department of Human Resources

FIRE EMERGENCY VEHICLE DRIVER SUPPRESSION

41297

I. CLASS DEFINITION

A Fire Emergency Vehicle Driver or Fire Emergency Vehicle Driver Suppression, drives and/or tillers and operates department apparatus including but not limited to fire engines, fire trucks, hazmat vehicles, Medics, Ambulance, Suppression Support Vehicles and other related equipment. Work of this class involves emergency medical services, fire suppression, emergency rescue and fire prevention duties, and does not involve supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees work a rotating shift to include nights, weekends and holidays. Work is performed at emergency scenes where there is frequent exposure to hazardous conditions such as burning buildings, toxic fumes, driving hazards and collapsing structures. Work requires strenuous physical activity such as heavy lifting and wearing breathing apparatus.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Drives or tillers fire apparatus to and from the scene of emergencies and non-emergency situations.

Operates fire apparatus at the scene of emergencies.

Responsible for proper placement of apparatus at all times.

Drives, operates and maintains fire and emergency medical service (EMS) vehicles and equipment under emergency and non-emergency conditions.

Performs work of other members of the fire company and ambulance in their absence as assigned; may serve as lead member on an ambulance.

Determine nature and extent of illness or injury or magnitude of disaster, treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facilities.

Administers basic life support as appropriate; performs such treatment activities as the administration of oxygen, intravenous therapy, defibrillation and electrocardiogram telemetry, artificial resuscitation, the application of splints to broken bones, the control of hemorrhages, the administration of specified drugs and the treatment of minor wounds or abrasions or other procedures as required.

Obtains and follows instructions from medical professionals regarding further treatment, arranges for the reception of sick and injured, and with medical professionals, administers care to victims at the medical facilities

Re-equips ambulance with proper inventory of supplies; maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Removes victim(s) from scenes of accidents, illnesses, fires or disasters.

Responsible for maintenance of Self Contained Breathing Apparatus (SCBA) and other equipment assigned to the unit.

Inspects, maintains and assists in changing, cleaning, filling and replacing air bottles and masks.

Maintains communication via radio at all times.

Performs required vehicle maintenance and maintains vehicle maintenance records.

Assists in the training and orientation of new drivers and participates in in-service training.

Assists engine companies with entry into buildings, rescue, ventilation and water operations.

Sets up aerial and ground ladders, ventilation, entry or water operations and rescue equipment.

Participates with company in the ventilation and overhaul of buildings during and after fires.

Rescues victims from inside buildings, applies emergency medical care to victims when necessary.

Places and maintains the proper placement of ground and aerial ladders at the scene of an emergency.

Follows all applicable laws, ordinances and the City’s and departmental regulations, rules and policies.

Understands and follows the lawful orders of all superior officers at all times.

Provides good customer service and treats others with respect.

Maintains personal-protective equipment to reduce personal and team risk factors.

Performs building and home inspections to identify code violations and other safety concerns.

Maintains the fire station, apparatus and tools in ready condition at all times. Reports defects, safety issues and other problems to superior immediately.

Talks to individuals and small groups about community risk reductions and gives small group tours of the fire station and apparatus.

Maintains departmental property, equipment and apparatus.

Performs Home Inspections and Fire Sweeps.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of City of Baltimore and Civil Service policies and rules.

Knowledge of basic life support emergency medical techniques and equipment.

Knowledge of intravenous therapy, electrocardiogram acquisition and interpretation, cardiac defibrillation procedures and the administration of specified medications.

Knowledge of ambulance service regulations and procedures.

Ability to drive an ambulance and emergency equipment, and to ensure that they are maintained in serviceable condition.

Knowledge of Fire Department regulations and procedures pertaining to vehicle maintenance.

Knowledge of the use and maintenance of equipment carried on an emergency vehicle.

Knowledge of the streets and routes throughout the city.

Knowledge of laws concerning operation of emergency vehicles.

Knowledge of use of all assigned equipment used by firefighters.

Knowledge of building construction.

Knowledge of fire behavior.

Knowledge of personal protective equipment and its proper use.

Knowledge of the incident management system.

Skill in driving and operating emergency vehicles.

Skill in operations of aerial ladders.

Ability to understand, follow and comply with orders and directions.

Ability to safely drive and operate fire apparatus in both emergency and non-emergency situations.

Ability to interact and communicate effectively with individuals from diverse cultures.

Ability to comprehend and make inferences from written and oral communications.

Ability to work in extreme environments that can be immediately dangerous to life and health.

Ability to perform physically and mentally challenging work for an extended period of time.

Ability to make sound judgments and decisions under stressful conditions.

Ability to correctly don and use personal protective equipment to protect oneself.

Ability to assume the duties of the superior officer in their absence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Three years of experience as a Fire Suppression member in the Baltimore City Fire Department and currently assigned to one of the following divisions: Fire Administration, Fire Suppression, Fire Training, Fire Prevention or Fire Investigative Services, and have completed the Acting Out-of-Title packet for Emergency Vehicle Driver is required.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A minimum of a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Division of Occupational Safety/Office of Risk Management **and** a valid Emergency Vehicle Operator's Card issued by the Baltimore City Fire Department **and** a Baltimore City Driver' Permit are required.

Emergency Medical Technician-B certification issued from Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Successful completion of the Hazardous-Materials Operations course from the Maryland Fire and Rescue Institute (MFRI) is required within six months of appointment.

ADOPTED: April 12, 1972

REVISED: April 30, 1975
August 29, 1984
March 24, 1986
August 24, 1986
May 28, 1987
April 6, 1989
April 11, 1994
April 20, 1994
September 23, 1996 (license changed)
March 19, 1999 (license changed)
February 14, 2001 (license changed)
July 13, 2001
October 25, 2001
February 21, 2002
April 12, 2002
July 14, 2003
June 8, 2004
December 19, 2007 (new ALS class 41277)
February 1, 2008
March 18, 2008
April 23, 2008 (license changed)
April 13, 2010 (MQ, license, notes)
December 30, 2011 (Course completion in 6 months)
September 25, 2013 (title change)
February 28, 2018 (MQ changed)
March 2, 2023
April 5, 2023
March 5, 2024 (MQ changed)

Baltimore City Department of Human Resources

FIRE APPARATUS OFFICER ALS

41299

Enforcement, Protection and
Inspection Division
Protective Services Branch
Fire Group

I. CLASS DEFINITION

A Fire Apparatus Officer ALS deploys fire apparatus and vehicles based on usage, location and assignment, develops technical specifications for the acquisition of fire apparatus and vehicles and coordinates the repair and maintenance of the fire vehicle, apparatus and equipment fleet. Work of this class involves supervising uniform members of the Fire Department.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek that involves being on-call 24 hours a day/7 days a week. Work is performed primarily in an office setting where there are few uncomfortable working conditions; however, inclement weather and other hazardous conditions may be encountered in the repair shop and during on-site fire emergency visits. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Deploys and shifts fire apparatus and vehicles based on agency-wide strategic usage and fire suppression unit locations and assignments.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate unit staff.

Confers with Fire management on apparatus needs, problems, new technology and strategic equipment deployment.

Writes specifications for new fire apparatus and vehicles; investigates and tests new fire apparatus and vehicles for suitability with and adherence to agency, professional and manufacturer standards; approves and orders parts for vehicles and equipment; coordinates the selling of vehicles; maintains liaison with the Bureau of Purchases on the purchase of new vehicles and equipment.

Establishes vehicle maintenance priorities and prepares and monitors vehicle maintenance schedules for Fire trucks and engines, ladders, ambulances, air-cascade units and Chief cars; determines whether repair and maintenance work is to be done in-house, by other City agencies or vendor; coordinates vehicle maintenance and repair priorities and schedules with other City agencies and vendor; oversees the emergency and night-time repair of apparatus and vehicles.

Inspects, tests, evaluates and monitors the use of damaged and malfunctioning vehicles and equipment on-site and in the repair shop to ascertain repair costs, repair feasibility, replacement and equipment disposition; recommends the disposition and sale of damaged or obsolete vehicles and equipment.

Investigates and researches apparatus and vehicle damage, misuse and abuse incidences and trends; prepares reports to superiors noting trends and recommending solutions.

Maintains inventory of specialized Fire equipment parts and items such as ladders, hoses, hose mounts and lights and non-specialized parts.

Attends pre-bid conferences to answer vendor questions; reviews bids for fire apparatus and vehicles to ensure compliance with bid specifications.

Meets with vendors to inspect and test drive new fire vehicles, equipment and apparatus; recommends the purchase of vehicles, equipment and apparatus which meet the fire department's and professional requirements; maintains liaison with vendors on repair, maintenance, warranty parameters and limitations and replacement parts matters.

Assigns, reviews and corrects the work of firefighters engaged in the repair and maintenance of fire vehicles, equipment and apparatus.

Trains technical subordinates in the repair and maintenance of fire vehicles, equipment and apparatus.

Attends fire site when called to the scene by the incident Commander to deal with vehicle, equipment and apparatus damage and malfunction problems.

Maintains specifications and maintenance records of fire vehicles, equipment and apparatus and prepares technical and narrative reports.

Responds to medical emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods and techniques of repairing gasoline and diesel engines.

Knowledge of the maintenance and repair of fire vehicles, apparatus and equipment.

Knowledge of the techniques of writing specifications for fire vehicles, apparatus and equipment.

Knowledge of the strategic deployment and usage of the equipment, apparatus and vehicle fleet of the Fire Department.

Knowledge of high-pressure water system repair.

Knowledge of CPR and first aid.

Ability to assess and determine the Fire Department's vehicle, equipment and apparatus needs.

Ability to deploy apparatus and vehicles based on usage and fire unit assignment.

Ability to coordinate a vehicle maintenance and repair schedule both in-house and with other City agencies.

Ability to detect and assess vehicle damage and misuse.

Ability to train technical subordinates in the repair and maintenance of fire vehicles, equipment and apparatus.

Ability to test and evaluate new models of fire apparatus and vehicles both for suitability for Fire Department use and adherence to professional and manufacturing standards.

Ability to maintain a large inventory of specialized and non-specialized Fire vehicle, equipment and apparatus parts.

Ability to establish and maintain effective working relationships with Fire Department managers, City officials, vendors and manufacturers.

Ability to communicate effectively, both orally and in writing.

Ability to maintain records and write reports.

Ability to use computer with basic proficiency.

Ability to assign, review and correct the work of others.

Ability to perform effective CPR and first aid.

Ability to drive in emergency and non-emergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience as a uniformed member of the Fire Department in the Suppression, Training, Administration, EMS, Fire Prevention or Investigation Services. One year of experience in writing fire department equipment and vehicle specifications and currently assigned to the Fire Suppression, Fire Prevention, Fire Training, Administration or Investigation Services.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

Fire Apparatus Officer ALS must hold and maintain Advanced Life-Support licensure from the Maryland Institute for Emergency Medical Services Systems.

ADOPTED: June 28, 2017

Baltimore City Department of Human Resources

FIRE SYSTEMS ANALYST

41300

I. CLASS DEFINITION

A Fire Systems Analyst develops systems designs, specifications, and procedures. This class is responsible for operating the Mobile Command Unit. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays. Work is performed at the scenes of fires where there is frequent exposure to hazardous conditions. Employees in this class may be required to work shifts, weekends and holidays.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Plans, designs, and develops improvements and new or advanced systems through areas of specialization in application, communication, database or operating system software technology specific to the Fire and EMS service including but limited to: Telestaff, Fire RMS, CAD, Mobile Data Terminals, Geographic Information Systems, Dispatch and 911 software, and SQL reporting services.

Develops, modifies and implements software systems designed to support agency emergency services responses, administrative functions and community outreach; formulates and designs specifications for software programming applications; design programs, codes, tests, debugs and documents activities. Troubleshoots complex hardware and software malfunctions.

Provides technical support to command at fire and emergency scenes, or events

Provide active participation at the level of MFRI FFII in the mitigation of hazards including: hazmat incidents, technical rescue incidents, and fire suppression.

Support mobile technology for command and control of emergency incidents and natural disasters for local and regional Incident Management Teams. Staffs and conveys the Fire Mobile Command Unit as necessary to support incidents and events.

Analyzes agency functions, operations and users' needs and, taking into account costs and compatibility with existing hardware and software, evaluates in relation to various alternatives for enhancing the information technology operating environment in emergency services

Recommend, oversee, and participate in the implementation of information technology enhancements.

Develops policies and procedures to ensure the integrity of the Fire, EMS, Dispatch, and 911 application servers and application systems; Recommends policy and procedure revisions to superiors; Coordinates and participates in implementation.

Assigns and reviews the work of others engaged in network application use and programming.

May oversee and participate in development, enhancement, maintenance and operation of the Fire, CAD, and 911 network system, including planning, developing and implementing procedures for the installation and maintenance of PCs, network software, printers, and other network related equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of public safety applications systems analysis.

Knowledge of the principles and techniques of preparing public safety application programs for personal and mobile computers.

Knowledge of the interrelationship of systems analysis, computer programming and computer and auxiliary operations.

Knowledge of relational databases and database languages, particularly those languages specifically designed for database manipulation, Fire Records Management System, Computer Assisted Dispatch, Mobile Data, and Telestaff.

Knowledge of personal based computer operating systems and security.

Knowledge of fireground tactics and fire suppression.

Knowledge of National Incident Management System.

Knowledge of current trends and developments in network based communications systems and fire and emergency dispatch systems.

Ability to design programs, code, test, debug and document activities.

Ability to conduct systems studies, collect, organize and analyze data during emergency operations in support of incident command.

Ability to establish and maintain effective working relationships with vendors, associates and computer users.

Ability to wear self-contained breathing apparatus and operate at the level of MFRI Firefighter II.

Ability to drive in emergency and non-emergency conditions

Ability to communicate effectively orally and in writing.

Ability to train others in the use of computer network and database systems.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Two years' experience as a sworn member of the Baltimore City Fire Department and two years of experience in preparing application programs for Computer Assisted Dispatch, Records Management Systems, Mobile Data, Geographic Information Systems, or Telestaff.

Equivalencies - None

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit are required.

Current certification as a Maryland Emergency Medical Technician – Basic from the Maryland Institute for Emergency Medical Services Systems (MIEMSS) is required.

A certificate of course completion for Fire Officer I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion for Instructor I from Maryland Fire and Rescue Institute (MFRI) or a Pro Board certificate.

A certificate of course completion from FEMA Emergency Management Institute, Maryland Emergency Management Agency (MEMA) or Maryland Fire and Rescue Institute (MFRI) for the following:

Incident Command Systems 100: Introduction to Incident Command Systems

Incident Command Systems 200: Incident Command Systems for Single Resources and Initial Action Incidents

Incident Command Systems 700: National Incident Management System: an Introduction

Incident Command Systems 800: National Response Framework: an Introduction

Notes

NOTE: Members of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Members must successfully complete any additional educational courses and skills competency evaluations required by Maryland Institute for Emergency Medical Services Systems (MIEMSS), National Registry of Emergency Medical Technicians (NREMT), Maryland Fire and Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certification or licensure requirements in any of the above, the member is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

ADOPTED: June 28, 2017

REVISED: August 22, 2017

FIRE DISPATCH SUPERVISOR TRAINING AND QUALITY ASSURANCE

41301

I. CLASS DEFINITION

A Fire Dispatch Supervisor Training and Quality Assurance will train staff on Professional Telecommunicator Training Programs and conduct continuing education and quality assurance. This class is responsible for improving firefighter safety, implementing additional CAD functionality, making better use of auto vehicle locator (AVL) dispatch, assisting in managing a two-tier EMS system, and interfacing efficiently with 911 and Police Dispatch. Work of this class involves supervising fire dispatch personnel performing radio communications work.

Incumbents receive general supervision from a technical superior. Employees in this class work a rotating shift including nights, weekends and holidays.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Manages and implements a Professional Basic Telecommunicator Training Programs in accordance with Fire Communications Bureau Policy, applicable law and regulation, and based upon established standards.

Conducts and coordinates basic Telecommunicator training for new hires and potential employees.

Develops training programs, evaluates staff and instruct others on proper procedures.

Conducts and coordinates Telecommunicator continuing education as required by the bureau, State of Maryland, or other regulatory entities to include topics such as Emergency Medical Dispatcher, Emergency Fire Dispatch and related protocols, topics specific and relative to fire and EMS service operations, customer service, geography, and Fire Communication Bureau policies.

Performs Quality Assurance from 911 calls received to unit clearing the scene on Fire and EMS calls.

Provide EMS Quality Assurance staff with all required recordings and CAD data to perform their duties. Develops and conducts training based on individual and group performance issues discovered during the QA process.

Assists in the operation of the center as needed and substitutes for Shift Supervisors

Works in the capacity of the Fire Dispatch Supervisor as directed by the Fire Dispatch Manager to develop and maintain proficiency.

Represents the Fire Communications Bureau on various advisory boards and participate in 911 associations and training events; represents the Fire Communications Bureau on various local groups and agency representatives.

Assist the Communications Manager in the development of policies and procedures relative to the Emergency Communications Center Maintains records of training for all agency personnel.

Evaluate Communication Center's operations and makes recommendations to the Communications Manager to remain in compliance with laws, accreditation requirements and other standards.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Thorough knowledge of Baltimore City and regional geography to include the location of streets, structures, waterways, and landmarks.

Technical knowledge of sophisticated telephone, computer, and two-way radio systems used in the dispatch and monitoring of emergency units.

Technical knowledge of Microsoft Office Suite to include, but not limited to Word, Outlook and Excel.

Knowledge of laws, ordinances, rules, and regulations governing the operations of the Fire Department.

Knowledge of related Federal Communication Commission (FCC), N. C. General Statutes and other regulations that apply to emergency communications.

Knowledge of communications related standards and requirements of fire service ratings, and emergency medical services protocols.

Ability to exercise sound judgment in emergencies, follows guidelines and procedures, and document correct information from those requesting information or assistance.

Ability to instruct others in proper procedures, develop custom training programs based on individual needs of dispatchers, and evaluate staff objectively.

Ability to "multi-task" and handle multiple calls or event calls simultaneously.

Ability to speak clearly, distinctly and politely at all times, even when dealing with stressful situations or parties who speak another language.

Ability to deal courteously and tactfully with all customers and personnel.

Ability to maintain effective computer files, training records, other records and reports, with proper diction, spelling and grammar.

Ability to understand and follow oral and written instructions

Ability to establish and maintain effective working relationships.

Ability to implement backup procedures, including the transfer of operations.

Ability to perform basic troubleshooting of computerized equipment, telephone, and radio systems.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Three years of experience in the class of Fire Dispatcher in the Baltimore City Fire Department and currently assigned to the Fire Communications Bureau.

Equivalencies – None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Must obtain and maintain Emergency Medical Dispatcher (EMD), Emergency Fire Dispatcher (EFD) and Emergency Medical Dispatcher Quality Assurance Certification from Priority Dispatch within one year of promotion. MFRI Fire Instructor I Certification within 1 year of promotion. Must obtain Acting Out of Title Approval in the capacity of Fire Dispatch Supervisor within 6 months of promotion. Must obtain Acting Out of Title Approval in the capacity of Fire Dispatch Administrator within 1 year of promotion.

NOTE 1: Members of the Baltimore City Fire Department must obtain, hold and maintain licenses and certifications in all of the above as a condition of employment.

NOTE 2: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 28, 2017

REVISED: January 9, 2020 (license changed)

Baltimore City Department of Human Resources

FIRE CODES PLANS MANAGER

Class Code
41302

I. CLASS DEFINITION

A Fire Codes Plans Manager reviews, analyzes, and evaluates all fire protection systems, permits and construction plans for compliance with building mechanical, electrical, and fire code standards and ordinances. Work of this class involves managing Fire Lieutenants and Fire Prevention Inspectors in the codes section of the Fire Department.

Incumbent receives general supervision from a technical superior. Work is performed primarily in an office, but is also performed at construction sites and at fire scenes where there may be exposure to hazardous conditions.

II. DISTINGUISHING FEATURES OF THE WORK

Not applicable

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Reviews, analyzes, approves and/or disapproves and evaluates fire protection systems, plans and construction plans for compliance with building mechanical, electrical, and fire codes standards and ordinances.

Work effective as a team member and promote a positive work environment.
In the Code Division within the Fire Department, manages Fire Lieutenants and prevention inspectors and fire personnel engaged in fire code building inspections, fire safety, and fire code compliance permits.

Provide information to applicants and general public regard various permit processes and the specific requirements for fire protection systems and fire code regulations.

Develop and recommend revisions to fire codes and policies

Prepares and maintains reports, records and correspondence.

Attends preliminary design meeting with contractors, architects, engineer, designers, and owners or occupants.

Assists with design changes required for code compliance.

Work collaboratively with customers to solve complex technical issues

Provide assistance to inspectors for correct interpretation of plans and codes of a difficult and complex nature.

Participates in the training of assigned personnel.

Conducts on-site reviews during construction to ensure projects are in compliance with approved plans.

Represent the Fire Department and serve as liaison with other agencies for development projects and on committee related to fire investigation, prevention, education or code issues.

Work with other city agencies and staff to ensure Fire Department concerns are identified in the plan review or inspection process and incorporated into any statements of correction.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods, materials and techniques involved in all types of fire protection systems, design and installation, building construction, repair and alterations

Knowledge of the possible defects and flaws in the fire protection system installations, building constructions, and effective correction measures

Knowledge of fire and life safety codes, and workmanship and material standards required thereby

Knowledge of the procedures involved in keeping strict account of permit applications, permits and status.

Knowledge of the principles and practices of engineering as applied to the construction field.

Knowledge of Microsoft Office Programs.

Ability to perform essential job functions.

Ability to climb stairs and ladders, traverse varied terrain.

Ability to read and interpret all types of blue prints, working diagrams and specifications encountered, quickly and accurately, and to compare them with constructions in progress.

Ability to deal firmly, but fairly and tactfully and to remain calm in dealing with architects, engineers, contractors, developers, craftsmen and the general public.

Ability to establish and maintain effective working relationships with persons contacted in the course of the work, often while under difficult and contentious circumstances.

Ability to convey concise and accurate explanations with various ordinances, regulations and rulings and the reasons therefor.

Ability to gather information and prepare clear and concise reports based on an analysis of data, identifying and correcting faulty or hazardous plans or conditions.

Ability to drive in nonemergency conditions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate and four years of experience in reviewing fire protection system plans and or construction plans.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland class C noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

One of the following certifications is required:
Certified Plans Examiner (International Code Council certification)
National Fire Protection Association (NFPA) Certified Plans Examiner
Maryland Fire Rescue Institute (MFRI) Plans Examiner II

A current Fire Inspector certification meeting NFPA 1031 is preferred

ADOPTED: December 6, 2017

Baltimore City Department of Human Resources

ANIMAL ENFORCEMENT OFFICER

41411

Enforcement, Protection and Inspection Division
Protective Services Branch
Animal Control Group

I. CLASS DEFINITION

An Animal Enforcement Officer drives an animal transport truck and responds to a variety of service calls related to animals including calls to retrieve animals in severe distress and deceased animals. An Animals Enforcement Officer investigate allegations of animal abuse and neglect, takes steps to remove abused or endangered animals from homes and owners, and transports animals safely to the City's shelter or to emergency care. Work of this class involves no supervisory duties or responsibilities, however they are paired with and assist other officers and may assist in the training of new officers.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a rotating shift that includes 24-hour-per-day, seven days-a-week coverage. Work is performed outdoors where the incumbents are exposed to such conditions as inclement weather and dead, diseased or dangerous animals and may involve hostile situations. Work requires such moderate to heavy physical exertion as bending and lifting and pulling or carrying small to large size domestic animals including wildlife.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

During an assigned shift, and equipped with a two-way radio, drives a truck and collects neglected, abused, unwanted, sick, injured animals with severe bodily injuries and deceased animals whose bodies may be decomposed, mangled or crushed.

Rescues stray animals.

Responds to calls for service including, but not limited to animal bites and aggressive and nuisance animals.

Enforces laws and regulations related to the care and keeping of animals.

Regulates industries that work with and use animals.

Writes citations and notices of violation of City animal laws and issues notices to animal owners.

Photographs and collects evidence, sketches simple building layouts to depict crime scenes, testifies at hearings and trials.

Educates citizens about rules, regulations and laws of Baltimore City pertaining to animal control and responsible pet ownership.

Responds to calls from Police, Fire and the Sheriff's office for assistance with warrants where an animal is present or where a family has been displaced and animals are involved.

Conducts field evaluations to determine the animal's overall condition.

Prepares and executes administrative search warrants.

Writes field notes, investigation reports and completes transfer forms and other paperwork.

Cleans trucks and other equipment

Uses the City's 311 system, 2-way radios, desktop computers, tablets, copy and fax machines, printers and email systems; scans documents, uploads files to the 311 system and server; attaches files to emails.

Performs a variety of tasks at the animal shelter.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Basic knowledge of animal handling and care.

Ability to use email, basic computer skills.

Ability to communicate tactfully and effectively both in writing and verbally.

Ability to follow directions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in handling animals.

Equivalencies - Equivalent combination of education and experience. Two years of experience as a law enforcement officer may be substituted for one year of experience in handling animals.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Previous appointment by the Baltimore City Police Commissioner as a "Special Enforcement Officer" under Baltimore City Code, Article 19 Police Ordinances, Subtitle 71 OR designation by the Agency Head as a Code Enforcement Officer under Baltimore City Code, Article 1, Mayor and City Council and Municipal Agencies, Subtitle 40.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Incumbents in this class will be required to receive a pre-exposure rabies vaccination upon beginning employment and as often as required to maintain immunity.

NOTE: Those eligibles who are under final consideration for appointment to this class will be required to authorize the release of criminal conviction information.

ADOPTED: January 3, 1963

REVISED: April 29, 1965
August 11, 1965
February 13, 1975 (title changed)
February 7, 1978 (title changed)
May 3, 1979
November 26, 1979
October 30, 1981
December 20, 1982
March 1, 1982
June 16, 1995 (title changed)
March 19, 1998
September 23, 1998
April 19, 1999
August 31, 2017

Baltimore City Department of Human Resources

ANIMAL CONTROL INVESTIGATOR

41413

Enforcement, Protection and Inspection Division
Protective Services Branch
Animal Control Group

I. CLASS DEFINITION

An Animal Control Investigator coordinates, investigates and documents findings of animal control and protection cases that involve animal bites and similarly complex cases. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but are subject to 24-hour call-back. Work is mostly in an office, but also involves field visits in the community where such conditions as seasonal weather extremes and hostile confrontations may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates sensitive, high-profile animal control and protection cases such as animal bites, complaints involving more than one animal, kennel and animal abuse cases; inspects sites, investigates evidence, and documents conditions and violations.

Interviews witnesses, neighbors and complainants to obtain information that may lead to location and identification of violators; informs citizens of rules, regulations and laws of Baltimore City pertaining to animal control and responsible pet ownership.

Writes citations and notices of violation of City animal laws, and issues notices to animal owners.

Trains Animal Enforcement Officer Supervisors and Animal Enforcement Officers on proper procedures for animal bite case pick-ups, field interviews and evidence collection; assigns and reviews specific investigation, animal pick-up and documentation tasks in response to report of animal bite and other complex cases to the Animal Enforcement Officers; informs Animal Enforcement Officer Supervisor of discipline problems.

Writes detailed narrative reports of field investigation and inspection findings.

Interprets State statutes and City ordinances regarding the enforcement of animal control and protection health codes and regulations.

Presents evidence at hearings and conferences, including the Vicious Dog Hearing Board, concerning individual cases of non-compliance with State statutes, City ordinances and laws; defends the City's issuance of citations at Environmental Control Board hearings; and serves as prosecuting witness in court; testifies in court as expert witness on animal bite cases.

Coordinates with citizens, hospitals, Maryland State and Baltimore City Health Department Field Health Services regarding rabies findings; and submits required reports.

Monitors and logs staff compliance with vaccination requirements.

Maintains paper files and electronic databases.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of public health, environmental health and related codes.

Knowledge of investigative methods, techniques, practices and procedures.

Skill in conducting complex, sensitive or high-profile investigative interviews and eliciting cooperation of individuals and businesses.

Skill in comprehending, interpreting and applying rules, regulations and policies.

Skill in investigative methods.

Ability to provide and obtain information from people who may be reluctant to communicate and are hostile.

Ability to utilize sound judgment and remain calm under stressful conditions.

Ability to testify as an expert witness in court.

Ability to defend findings.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, co-workers, officials and with citizens of diverse cultural and socio-economic backgrounds.

Ability to prepare narrative reports explaining investigative activity and findings.

Ability to prepare statistical reports.

Ability to train others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate of arts degree from an accredited college or university and two years of experience investigating and enforcing environmental, housing, health or related code compliance, or in monitoring and enforcing compliance with program requirements; plus two years of paid or volunteer experience performing animal protection, control, advocacy or health care.

Equivalencies – Equivalent combination of education and experience. Two years of experience as a law enforcement officer may be substituted for one year of experience in animal protection and control.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Commission as a Special Police Officer by the City of Baltimore or State of Maryland is required within one year of appointment.

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents in this class will be required to receive a pre-exposed rabies vaccination upon beginning employment and every two years thereafter.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal background.

ADOPTED: February 23, 2011
April 26, 2012

Baltimore City Department of Human Resources

ANIMAL ENFORCEMENT OFFICER SUPERVISOR

41415

Enforcement, Protection and
Inspection Division
Protective Services Branch
Animal Control Group

I. CLASS DEFINITION

An Animal Enforcement Officer Supervisor oversees the collection of stray, dead and sick animals from the community and investigates animal complaints. Work of this class involves supervising Animal Enforcement Officers.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed outdoors where the incumbents are exposed to such conditions as inclement weather and dead, diseased or dangerous animals. Work requires such physical exertion as bending and lifting and pulling small animals.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Schedules the collection of stray or dead animals for the Baltimore City Health Department's Bureau of Animal Control.

Supervises the work of Animal Enforcement Officers and support personnel by assigning, reviewing and evaluating the work; disciplines subordinates.

Trains new employees in the methods and techniques of the collection and handling of small animals.

Investigates complaints of animal violations and issues written notices and citations.

Maintains records on animal collection operations.

May be required to drive an animal rescue vehicle and collect stray or dead animals.

Tranquilizes animals as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of collecting animals.

Skill in driving a vehicle with a standard transmission.

Ability to deal with the public tactfully and effectively.

Ability to write notices on animal violations.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in collecting stray, sick and dead animals and transporting them to an animal shelter.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Applicants must be able to drive a vehicle with a standard transmission.

NOTE: Incumbents in this class will be required to receive a pre-exposed rabies vaccination upon beginning employment and every two years thereafter.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, l985

REVISED: June 16, 1995 (title changed)
December 12, 1996 (license changed)

Baltimore City Department of Human Resources

ECOLOGICAL INVESTIGATION COORDINATOR

41461

Enforcement, Protection and
Inspection Division
Protective Services Branch
Animal Control Group

I. CLASS DEFINITION

An Ecological Investigation Coordinator conducts inspections and investigations related to animal control, environmental and ecological concerns, and homeless services. Employees in this class may train other employees to conduct investigations, and inspect facilities to determine compliance with Federal guidelines. Work of this class may involve leading and/or advising inspectors, but does not involve supervisory duties or responsibilities.

Incumbents receive general supervision from a administrative superior, and work a conventional workweek. Work is performed both indoors in an office environment, and outdoors where there is exposure to unsanitary and possibly hostile conditions. Work requires physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Employees in this class function as a lead worker to inspectors conducting inspections of facilities to be used to house the City's homeless population.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Works interdepartmentally with Public Works, Transportation, Housing and Community Development, Fire Department and Zoning and also intra departmentally within the Bureau of Environmental Health to resolve issues concerned with reporting on animal-related care and licensing; inspecting a building's structural integrity; resolving property sanitation and environmental nuisances or other ecological issues.

Coordinates with other Baltimore City agencies, such as Police, Fire or Housing and Community Development, in the resolution of problems related to citizens' compliance with City ordinances.

Conducts complex inspections of housing facilities to be used to shelter the homeless to ensure that certification and recertification requirements are met; evaluates existing conditions in housing facilities.

May assign and review work of inspection personnel to inspect homes for existing health and safety hazards; reviews and evaluates public and private facility reports prepared by other inspectors relating to facility safety, floor plan, and sanitation detail; contacts owners and tenants to discuss required repairs and corrections; recommends housing code action to be taken and suggests method; promotes building maintenance.

Investigates complaints brought against facilities providing shelter for the homeless; reviews allegations and checks against the facility's operational plan or certification application, most recent inspection report, and all applicable regulations to determine the validity of the complaint; contacts complainant to clarify allegations and obtain additional information; visits facility to interview people and gather data.

Prepares written summary of investigation for supervisory review and recommends corrective action to address violations and deficiencies.

Investigates reported cases of dog fights, dog bites and other animal bites; investigates complaints of nuisance animals and violations of animal control laws.

Explains relevant health codes to new personnel; instructs them in proper inspection and investigation techniques; demonstrates use of instruments used in on-site inspections.

Photographs evidence of non-compliance with Baltimore City annotated code regarding animal care. Writes reports on daily activities; maintains records and files on violators of animal control laws.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of field inspection practices, methods and techniques.

Knowledge of interviewing methods and techniques.

Knowledge of investigative techniques and practices.

Ability to read, interpret and explain animal control ordinances, regulations and codes.

Ability to access and gather information from a variety of technical and computerized sources and databases.

Ability to keep records and write complex reports.

Ability to communicate effectively with hostile citizens in tense situations.

Ability to work cooperatively and effectively with employees of other Baltimore City agencies in carrying out job duties.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience inspecting houses, public and/or private facilities, or health care facilities for code enforcement or investigating violations of animal control laws or animal control work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: September 25, 1985

REVISED: February 11, 1988
June 16, 1995 (title changed)
March 11, 1998
March 26, 2008 (title changed)

Baltimore City Department of Human Resources

WATERSHED RANGER I

41520

Enforcement, Protection and
Inspection Division
Protective Services Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Watershed Ranger I receives training and participates in the enforcement of criminal, civil, natural resource protocols, laws, rules and regulations and in natural resource conservation activities at and in the vicinity of the Baltimore City watersheds. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is primarily performed out-of-doors where there may be exposure to inclement weather, extremes of temperature and irate persons. Work requires regular moderate physical activity in walking and standing and occasional strenuous physical exertion when apprehending or arresting persons engaged in illegal activity.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Watershed Ranger II in that it involves receiving training and performing enforcement and conservation activities under close supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives entrance-level training, including firearms and field training, at an accredited Police Academy as mandated by the Maryland Police Training Commission.

Participates in enforcing laws, rules and regulations, and in maintaining order at and in the vicinity of the watersheds, departmental buildings and grounds.

Patrols reservoir, grounds and adjacent watershed property for safety and security hazards and damage or contamination from natural causes, abuse or misuse by the public.

Inspects watershed for erosion/sedimentation damage, injured or dead wildlife, damage to gates, signs or fire access roads and takes appropriate action.

Learns to police, patrol and respond to complaints, violations and problems such as trespassers, poachers, lost persons, forest fires, domestic situations, stolen vehicles, vandalism, swimming, boating or other accidents.

Learns to respond to homeland security alerts for the purpose of securing the reservoir, water filtration plants and related water utilities.

Learns to investigate complaints and incidents, collect evidence and interview witnesses; issue citations, apprehend and arrest persons engaging in illegal activity; and prepare cases and appear in court to testify as arresting officer or witness.

Learns to analyze emergency situations, apply first aid and request emergency fire and rescue services; operates two-way radio to request back-up units or rescue services.

Cooperates with Police and Fire Departments in the investigation of crimes or inspection of buildings and grounds as required.

Learns to conduct wildlife or water quality management activities such as deer surveys, deer culling and zebra mussel, gypsy moth nest and fresh water invertebrate counts.

Disseminates natural resources information to the public verbally and through environmental information publications.

After Commission as a Special Police Officer and provisional certification as a Police Officer by the State of Maryland, exercises the authority of a police officer to enforce the general criminal laws of Maryland as necessary.

Learns to operate a marine vessel to patrol the watershed and conduct surveys.

Performs related work as required.

IV. REQUIRED KNOWLEDGES SKILLS AND ABILITIES

Knowledge of natural resources conservation principals and methods.

Knowledge of grammar, spelling and punctuation.

Ability to comprehend, interpret and enforce criminal, civil and traffic laws and agency policies, procedures and regulations.

Ability to exercise sound judgement quickly and in stressful situations.

Ability to participate in and successfully complete all mandated phases of police entrance level training.

Ability to establish and maintain effective working relationships with a wide variety of people and agencies including the public and law enforcement and municipal authorities.

Ability to communicate effectively orally and in writing.

Ability to write accurate and complete forms and reports.

Ability to operate motor vehicles safely and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in park administration, park management, natural, environmental or biological sciences or a related field.

Equivalencies – One year of experience in park administration, park management, natural, environmental or biological sciences or in enforcing rules and regulations in a park environment may substitute for each year of the university requirement.

VI. REQUIRED LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Eligibility for Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with the COMAR (Code of Maryland Regulations).

Compliance with the Code of Maryland Regulations requires that the applicant must:

- Be a U.S. citizen
- Be at least 21 years of age
- Successfully pass a physical examination following the offer of employment
- Successfully pass a fingerprint and background investigation conducted by the Baltimore City Police Department
- Successfully pass an approved Entrance-Level Training for Police Officers
- Successfully pass an approved Entrance-Level Firearms Training Course under COMAR
- Successfully pass approved Field Training

The Following are Required Within One Year of Hire as a Condition of Employment:
Commission as a Special Police Officer by the State of Maryland

Certification as a Police Office by the Maryland Police Training Commission in accordance with the COMAR (Code of Maryland Regulations)

NOTES: Employees must obtain and maintain Special Police Commission, Certification as a Police Officer and handgun permit as a condition of employment.

Employees who leave this position within five years of hire must reimburse the City of Baltimore for any training given or uniforms and equipment issued during term of employment.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 28, 2006

REVISED: June 4, 2020

Baltimore City Department of Human Resources

GUARD I

41521

Enforcement, Protection and
Inspection Division
Protective Service Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Guard I protects municipal buildings and property from trespassers, thefts, fires or other potential hazards. The work of this class involves no supervisory duties.

Incumbents receive moderate supervision from an administrative superior. Employees in this class may work a rotating shift, weekends and holidays. Work is performed in a building where there are no uncomfortable working conditions; however, some incumbents work outdoors and are exposed to inclement weather. Work requires periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Guard II in that it does not involve lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives visitors and prevents entrance of unauthorized persons.

Makes rounds of building to insure that doors and windows are locked and lights and equipment are turned off.

May make rounds of grounds using City vehicle.

Maintains daily log of all activities during assigned shift; completes reports of accidents or other incidents.

May participate in evacuation procedures for fire, bomb threats or other emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and write.

Ability to guard City property.

Ability to deal effectively with others.

Ability to interpret evacuation procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Not Applicable.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: April 23, 1959
January 19, 1961
August 16, 1978 (title changed)
March 18, 1982
October 3, 1983
February 23, 2000 (license changed)

Baltimore City Department of Human Resources

GUARD II

41522

Enforcement, Protection and
Inspection Division
Protective Service Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Guard II oversees the activities of a group of subordinate guards engaged in protecting municipal buildings from trespassers, thefts, fires or other potential hazards. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class may work a rotating shift, weekends and holidays. Work is performed in a building where there are no uncomfortable working conditions; however, some incumbents work outdoors and are exposed to inclement weather. Work may require periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Guard I in that it involves lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Schedules, assigns, reviews and gives work direction to subordinate guards.

Visits work sites of subordinates to ensure that established procedures are followed.

Gives advice to subordinates on problems or unusual situations.

Reviews subordinates reports of fires, thefts and other incidents occurring during assigned shift.

Maintains records and writes reports.

May perform the duties of a Guard I when required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of protecting city property.

Ability to assign, review and schedule the work of others.

Ability to maintain records and writes reports.

Ability to interpret and enforce department procedures.

V. PREFERABLE EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Two years of experience in performing guard duties.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: August 16, 1976 (title changed)
October 3, 1983
February 23, 2000 (license changed)

Baltimore City Department of Human Resources

WATERSHED RANGER II

41523

Enforcement, Protection and
Inspection Division
Protective Services Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Watershed Ranger II enforces criminal, civil and natural resource protocols, laws, rules and regulations and conducts natural resource conservation activities at and in the vicinity of the Baltimore City watersheds. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is primarily performed out-of-doors where there may be exposure to inclement weather, extremes of temperature and irate persons. Work requires regular moderate physical activity in walking and standing and occasional strenuous physical exertion when apprehending or arresting persons engaged in illegal activity.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Watershed Ranger III in that it does not involve leading lower level watershed rangers at an assigned reservoir and watershed.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Enforces laws, rules and regulations and maintains order at and in the vicinity of the watersheds, departmental buildings and grounds.

Patrols reservoir, grounds and adjacent watershed property for safety and security hazards and damage or contamination from natural causes, abuse or misuse by the public.

Polices, patrols and responds to complaints, violations and problems such as trespassers, poachers, lost persons, forest fires, domestic situations, stolen vehicles, vandalism, swimming, boating or other accidents.

Directs traffic in order to maintain a safe and smooth flow of pedestrian and vehicular traffic; issues citations for moving violations.

Inspects watershed for erosion/sedimentation damage, injured or dead wildlife, damage to gates, signs or fire access roads and takes appropriate action.

Investigates complaints and incidents; collects evidence and interviews witnesses; issues citations and apprehends and arrests persons engaging in illegal activity; prepares cases and appears in court to testify as arresting officer or witness.

Conducts wildlife or water quality management activities such as deer surveys, deer culling and zebra mussel, gypsy moth nest or fresh water invertebrate counts.

Analyzes emergency situations, applies first aid and requests emergency fire and rescue services; operates two-way radio to request back-up units or rescue services.

Cooperates with Police and Fire Departments in the investigation of crimes or inspection of buildings and grounds as required.

Conducts security surveys and recommends improved procedures; assists in formulating programs for the prevention of crime.

Operates a marine vessel to patrol the reservoir, conduct surveys and respond to calls for assistance.

May enforce the law in response to homeland security alerts or other emergencies for the purpose of securing the reservoir, water filtration plants and related utilities.

Maintains records and writes reports on investigations and other activities.

Disseminates natural resources information to the public verbally and through environmental information publications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES SKILLS AND ABILITIES

Knowledge of natural resources conservation principals and methods as they pertain to forests.

Knowledge of forestry, fisheries and wildlife management practices.

Knowledge of criminal, civil and traffic laws of Maryland as they pertain to watershed and reservoir properties.

Knowledge of survey, inspection and investigative techniques, including the securing of evidence from contamination and protection of crime scenes.

Knowledge of varying degrees of use of force and the proper use and care of firearms.

Knowledge of basic first aid.

Ability to exercise sound judgement quickly and in stressful situations.

Ability to read, interpret and enforce criminal, civil and traffic laws and agency policies, rules and regulations.

Ability to establish and maintain effective working relationships with a wide variety of people and agencies including the public and law enforcement and municipal authorities.

Ability to communicate effectively orally and in writing.

Ability to write accurate and complete forms and reports.

Ability to operate motor vehicles and marine vessels safely and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in park administration, park management, natural, environmental or biological sciences or a related field and two years of natural resources conservation activities or law enforcement experience.

Equivalencies - One year of experience in park administration, park management, natural, environmental or biological sciences or in enforcing rules and regulations in a park environment may substitute for each year of the university requirement.

VI. REQUIRED LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Eligibility for Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with the COMAR (Code of Maryland Regulations).

Compliance with the Code of Maryland Regulations requires that the applicant must:

- Be a U.S. citizen
- Be at least 21 years of age
- Successfully pass a physical examination following the offer of employment
- Successfully pass a fingerprint and background investigation conducted by the Baltimore City Police Department
- Successfully pass an approved Entrance-Level Training for Police Officers
- Successfully pass an approved Entrance-Level Firearms Training Course under COMAR
- Successfully pass approved Field Training

The Following is Required Within Six Months of Hire:
Commission as a Special Police Officer by the State of Maryland.

The Following are Required Within One Year of Hire:
Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with COMAR (Code of Maryland Regulations) and a handgun permit.

NOTES: Employees must obtain and maintain Special Police Commission, Certification as a Police Officer and handgun permit as a condition of employment.

Employees who leave this position within three years of hire must reimburse the City of Baltimore for any training given or uniforms and equipment issued during term of employment.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 1991

REVISED: August 20, 1997
June 9, 1998
July 18, 2001
June 28, 2006 (title changed)

Baltimore City Department of Human Resources

WATERSHED RANGER III

41524

Enforcement, Protection and
Inspection Division
Protective Services Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Watershed Ranger III enforces criminal, civil, natural resource protocols, laws, rules and regulations and conducts natural resource conservation activities at and in the vicinity of the Baltimore City watersheds. Work of this class involves leading watershed ranger staff, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is primarily performed out-of-doors where there may be exposure to inclement weather, extremes of temperature and irate persons. Work requires regular moderate physical activity in walking and standing and occasional strenuous physical exertion when apprehending or arresting persons engaged in illegal activity.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Watershed Ranger II in that it involves leading lower level watershed rangers at an assigned watershed.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews, organizes and schedules the work of watershed rangers engaged in enforcing criminal, civil, reservoir, natural resources protection and security protocol laws, rules and regulations and conducting natural resource conservation activities at and in the vicinity of Baltimore City watersheds.

Surveys and identifies enforcement and natural resource problems common to assigned reservoir; develops and recommends strategies for problem resolution; assigns tasks to watershed rangers and oversees implementation.

Represents the watersheds at meetings of community and special interest groups to identify and resolve issues and complaints; notifies area residents about activities that may impact the vicinity; solicits community support in complying with watershed and reservoir rules and regulations.

Enforces laws, rules and regulations and maintains order at and in the vicinity of the watersheds, departmental buildings and grounds; directs traffic in order to maintain a safe and smooth flow of pedestrian and vehicular traffic; issues citations for moving violations.

Patrols reservoirs, grounds and adjacent watershed property for safety and security hazards and damage or contamination from natural causes, abuse or misuse by the public.

Patrols and responds to complaints, violations and problems such as trespassers, poachers, lost persons, forest fires, domestic situations, stolen vehicles, vandalism, swimming, boating or other accidents.

Inspects watershed for erosion/sedimentation damage, injured or dead wildlife, damage to gates, signs or fire access roads and takes appropriate action.

Operates a marine vessel to patrol the reservoir, conduct surveys and respond to calls for assistance.

Conducts wildlife or water quality management activities such as deer surveys, deer culling and zebra mussel, gypsy moth nest and fresh water invertebrate counts.

Investigates complaints and incidents; collects evidence and interviews witnesses; issues citations and apprehends and arrests persons engaging in illegal activity; and prepares cases and appears in court to testify as arresting officer or witness.

Analyzes emergency situations, applies first aid and requests emergency fire and rescue services; operates two-way radio to request back-up units or rescue services.

Cooperates with Police and Fire Departments in the investigation of crimes or inspection of buildings and grounds as required.

Conducts security surveys and recommends improved procedures; assists in formulating programs for the prevention of crime.

Provides guidance and training in natural resource conservation and law enforcement.

May enforce the law in response to homeland security alerts and other emergencies for the purpose of securing the reservoir, water filtration plants and related utilities.

Maintains records and writes reports on investigations and other activities.

Disseminates natural resources information to the public verbally and through environmental information publications.

Performs related work as required.

IV. REQUIRED KNOWLEDGES SKILLS AND ABILITIES

Knowledge of criminal, civil and traffic laws of Maryland as they pertain to watershed and reservoir properties and natural resources.

Knowledge of natural resources conservation principals and methods as they pertain to the watershed.

Knowledge of forestry, fisheries and wildlife management practices.

Knowledge of survey, inspection and investigative techniques including the securing of evidence from contamination and the protection of crime scenes.

Knowledge of varying degrees of use of force and the proper use of use and care of firearms.

Ability to exercise sound judgement quickly and in stressful situations.

Ability to comprehend, interpret and enforce criminal, civil and traffic laws and agency policies, procedures and regulations.

Ability to assign and review the work of others.

Ability to establish and maintain effective working relationships with a wide variety of people and agencies including the public and law enforcement and municipal authorities.

Ability to evaluate problems in enforcement and natural resource conservation and make and implement corrective actions.

Ability to train and guide others in natural resource conservation and law enforcement.

Ability to communicate effectively orally and in writing.

Ability to write accurate and complete forms and reports.

Ability to operate motor vehicles and marine vessels safely and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in park administration, park management, natural, environmental or biological sciences or a related field and four years of natural resources conservation activities or law enforcement experience.

Equivalencies - One year of experience in park administration, park management, natural, environmental or biological sciences or in enforcing rules and regulations in a park environment may substitute for each year of the university requirement.

VI. REQUIRED LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Eligibility for Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with the COMAR (Code of Maryland Regulations).

Compliance with the Code of Maryland Regulations requires that the applicant must:

- Be a U.S. citizen
- Be at least 21 years of age
- Successfully pass a physical examination following the offer of employment
- Successfully pass a fingerprint and background investigation conducted by the Baltimore City Police Department
- Successfully pass an approved Entrance-Level Training for Police Officers
- Successfully pass an approved Entrance-Level Firearms Training Course under COMAR
- Successfully pass approved Field Training

The Following is Required Within Six Months of Hire:
Commission as a Special Police Officer by the State of Maryland.

The Following are Required Within One Year of Hire:
Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with COMAR (Code of Maryland Regulations) and a handgun permit.

NOTES: Employees must maintain Special Police Commission, Certification as a Police Officer and handgun permit in accordance with as a condition of employment.

Employees who leave this position within three years of hire must reimburse the City of Baltimore for any training given or uniforms and equipment issued during term of employment.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 1991

REVISED: August 20, 1997
June 9, 1998
July 18, 2001
June 28, 2006

Baltimore City Department of Human Resources

WATERSHED RANGER SUPERVISOR

41525

Enforcement, Protection and Inspection Division
Protective Services Branch
Building and Grounds Security Group

I. CLASS DEFINITION

A Watershed Ranger Supervisor oversees the enforcement of criminal, civil, and natural resource protocols, laws, rules and regulations and the conservation of natural resources at and in the vicinity of the Baltimore City watersheds. Work of this class involves supervising watershed rangers.

Incumbents receive general supervision from an administrative superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is performed indoors where there are few uncomfortable working conditions and in the field where there may be exposure to inclement weather and irate persons. Work requires occasional moderate physical activity in walking and standing and occasional strenuous physical exertion when apprehending or arresting persons engaged in illegal activity.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of watershed rangers engaged in enforcing criminal, civil, natural resource, boating and fishing laws, rules and regulations, maintaining order at and in the vicinity of the watersheds including departmental buildings and grounds, securing the water utilities in response to hazardous conditions and conserving and protecting the watersheds' natural resources.

Evaluates the performance of, disciplines and recommends the promoting, hiring and firing of subordinate watershed rangers.

Develops, oversees and participates in the implementation of reservoir, natural resources, emergency management and security protocols, rules and regulations.

Plans work, develops work and overtime schedules; sets priorities and assigns tasks to watershed rangers; reviews work to ensure adherence to established professional and safety standards and compliance with law, rules, regulations and protocols.

Coordinates with and assists the Chief Security Officer to develop protocols and policies applicable to the watershed and to secure the water utilities in preparation for and response to extreme weather, homeland security alerts and internal security issues; conducts surveys and recommends improved procedures for emergency management and security.

In coordination with the Watershed Manager, develops and oversees the implementation of a watershed deer management program; surveys and monitors deer population; if necessary, develops plan to reduce the deer population off-season; supervises deer eradication procedures.

Participates with subordinates in quelling disturbances, investigating criminal activities, making arrests, collecting evidence, interviewing witnesses and testifying in court.

Documents and maintains records of all security and law enforcement activities in the watershed and vicinity and special assignments and staff details impacting the City's water utilities; reviews subordinates' written reports for accuracy and completeness.

Represents the watersheds at meetings of community and special interest groups to identify and resolve problems and complaints; notifies residents of activities that impact the vicinity; solicits community support in complying with watershed and reservoir law enforcement rules and regulations; responds to community's concerns about the watershed area; and cooperates with organizations in developing an understanding and interest in long-range watershed plans and goals.

Provides in-service or arranges for training of watershed staff in natural resource conservation and law enforcement activities; ensures watershed ranger staff police officer certification is current as required.

Coordinates with Police and Fire Department personnel for law enforcement and emergency management responses; coordinates with the City Law Department, District Courts and States' Attorney's Office in response to illegal acts against the watershed, such as encroachment on watershed property or other illegal drug activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of criminal, civil and traffic laws of Maryland as they pertain to watershed and reservoir properties and natural resources.

Knowledge of natural resources conservation principles and methods as they pertain to parklands.

Knowledge of forestry, fisheries and wildlife management principles and practices.

Knowledge of varying degrees of use of force and the proper use and care of firearms.

Knowledge of survey inspection and investigation techniques including securing evidence from contamination and the protection of crime scenes.

Knowledge of security principles and protocols and the operation and use of security equipment.

Knowledge of forestry, fisheries and wildlife management principles and practices.

Knowledge of court system and procedures.

Ability to evaluate incidents and deploy personnel.

Ability to exercise sound judgement quickly and in stressful situations.

Ability to interpret laws, policies, rules and regulations.

Ability to develop a deer management program.

Ability to establish effective working relationships with a wide variety of people and agencies.

Ability to effectively communicate orally and in writing.

Ability to document and maintain records of law enforcement activities.

Ability to operate motor vehicles and marine vessels safely and effectively.

Ability to evaluate problems in enforcement and natural resource conservation and develop and implement resolutions.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – A bachelor's degree from an accredited college or university in park administration, park management, natural, environmental or biological sciences or a related field and five years of experience in natural resources law enforcement including two years of such lead responsibilities as assigning, reviewing and approving the work of others.

Equivalencies - One year of experience in park administration, park management, natural, environmental or biological sciences or in enforcing rules and regulations in a park environment may be substituted for each year of the university requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Eligibility for Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with the COMAR (Code of Maryland Regulations).

Compliance with the Code of Maryland Regulations requires that the applicant must:

- Be a U.S. citizen
- Be at least 21 years of age
- Successfully pass a physical examination following the offer of employment
- Successfully pass a fingerprint and background investigation conducted by the Baltimore City Police Department
- Successfully pass an approved Entrance-Level Training for Police Officers
- Successfully pass an approved Entrance-Level Firearms Training Course under COMAR
- Successfully pass approved Field Training

The Following is Required Within Six Months of Hire:
Commission as a Special Police Officer by the State of Maryland.

The Following are Required Within One Year of Hire:
Certification as a Police Officer as mandated by the Maryland Police Training Commission in accordance with COMAR (Code of Maryland Regulations); successful completion of supervisory or administrative training by the Maryland State Training Commission, category to be designated by the hiring agency.

Must obtain and maintain a Deer Cooperator's License as issued by the Maryland State Department of Natural Resources as a condition of employment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 25, 1991

REVISED: June 28, 2006 (title changed))

Baltimore City Department of Human Resources

Park Enforcement Officer I

41526

Enforcement Protection and Inspection Division
Protective Services Branch
Building and Ground Security Group

I. CLASS DEFINITION

A Park Enforcement Officer I position is responsible for work in large and small urban parks involving patrol and security duties, educating and enforcing the park rules and regulations, providing basic visitor services, and educating the public about the parks system's historical and ecological value.

Incumbents receive moderate supervision from a technical superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is primarily performed out-of-doors where there may be exposure to inclement weather, extremes of temperature and irate persons. Work requires regular moderate physical activity in walking and standing and occasional strenuous physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of class of Park Enforcement Officer II or Park Enforcement Supervisor in that employees of this class do not have lead or supervisory duties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Patrols parks on foot, bicycle, or vehicle; enforces park rules and regulations; performs first aid as necessary.

Issues citations for infractions against park rules and regulations and local ordinances.

Greets visitors and provides them with general information about Baltimore's parks and other City attractions.

Reports park maintenance issues or hazardous conditions to park maintenance staff promptly.

Assists with security at park events -- perimeter security, crowd control, traffic direction, parking, communications, etc.

Secures parking lots, trails, and other park facilities after closing hours.

Provides daily reports of park activities, usage, and incidents to supervisors.

Performs other duties under general supervision, with some latitude for independent judgment and action;

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of methods and techniques of park operation and maintenance.

Knowledge of first aid.

Ability to learn and apply laws, regulation, and administration procedures applicable to park operations.

Ability to communicate effectively.

Ability to deal with the public in a courteous manner.

Ability to lead others in the work.

Ability to think quickly in an emergency.

Ability to plan and carry out varied maintenance activities.

Ability to ride a mountain bike.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in security, law enforcement, park management or a related field, or completion of an Associate's Degree in law enforcement, park management or related field.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Officer of Risk Management is required.

Incumbents must obtain First Aid/CPR/AED Certification within six months of appointment and to be maintained throughout employment.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligible who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: 8/30/2022

REVISED: 9/21/2022 (Title Change)

Baltimore City Department of Human Resources

Park Enforcement Officer II

41527

Enforcement Protection and Inspection Division
Protective Services Branch
Building and Ground Security Group

I. CLASS DEFINITION

A Park Enforcement Officer II is responsible for performing work in large and/or small urban parks involving patrol and security duties, educating and enforcing the park rules and regulations, providing basic visitor services, and educating the public about the parks system's historical and ecological value. Work of this class involves leading park enforcement staff, but does not involve supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is primarily performed out-of-doors where there may be exposure to inclement weather, extreme temperature and irate persons. Work requires physical activity in walking, standing and occasional strenuous physical exertion when apprehending or arresting persons engaged in illegal activity.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the Park Enforcement Officer I in that employees in this class have lead responsibility assigning and reviewing work of the Park Enforcement staff.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Responsible for acting as a team lead for a single district, serving as the point of contact for the Park Enforcement Officers, assisting them as needed, as well as, assigning and reviewing work and notifying superior of any issues with their work performance.

Patrols parks on foot, bicycle, or vehicle; enforces park rules and regulations; performs first aid as necessary.

Issues citations for infractions against park rules and regulations and local ordinances.

Greets visitors and provides them with general information about Baltimore's parks and other City attractions.

Reports park maintenance issues or hazardous conditions to park maintenance staff promptly.

Assists with security at park events -- perimeter security, crowd control, traffic direction, parking, communications, etc.

Secures parking lots, trails, and other park facilities after closing hours.

Provides daily reports of park activities, usage, and incidents to supervisors.

Performs other duties under general supervision, with some latitude for independent judgment and action;

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Department of Natural Resources park rules, regulations, policies and objectives.

Knowledge of the criminal, civil and traffic laws of Maryland.

Knowledge of methods and techniques of park operation and maintenance.

Knowledge of first aid.

Ability to learn and apply laws, regulation, and administration procedures applicable to park operations.

Ability to communicate effectively.

Ability to deal with the public in a courteous manner.

Ability to lead others in the work.

Ability to think quickly in an emergency.

Ability to plan and carry out varied maintenance activities.

Ability to ride a mountain bike.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in security, law enforcement, park management or a related field, or completion of an Associate's Degree in law enforcement, park management or related field.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Officer of Risk Management is required.

Incumbents must obtain First Aid/CPR/AED Certification prior to hire and to be maintained throughout employment

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligible who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: 8/30/2022

REVISED: 9/21/2022 (Title Change)

Baltimore City Department of Human Resources

Park Enforcement Officer Supervisor

41528

Enforcement Protection and Inspection Division
Protective Services Branch
Building and Ground Security Group

I. CLASS DEFINITION

A Park Enforcement Officer Supervisor manages the daily operations in large and small urban parks involving patrol and security duties, educating and enforcing the park rules and regulations, providing basic visitor services, and educating the public about the parks system's historical and ecological value. Work of this class involves supervising park enforcement personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work an assigned shift to provide 24-hour 7-day a week coverage subject to call-back as required for emergencies. Work is performed indoors where there are few uncomfortable working conditions and, in the field, where there may be exposure to inclement weather, and irate persons. Work requires occasional moderate physical activity in walking and standing and occasional strenuous physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of park enforcement officers engaged in patrolling parks on foot, bicycle, or vehicle; enforcing park rules and regulations; performing first aid as necessary.

Evaluates the performance of, disciplines and recommends the promoting, hiring and firing of subordinate park enforcement officers.

Develops, oversees and participates in the implementation emergency management and security protocols, rules and regulations.

Plans work, develops work and overtime schedules; sets priorities and assigns tasks to officers; reviews work to ensure adherence to established professional and safety standards and compliance with law, rules, regulations and protocols.

Train employees in park procedures and in the performance of their duties.

Issues citations for infractions against park rules and regulations and local ordinances.

Greets visitors and provides them with general information about Baltimore's parks and other City attractions.

Reports park maintenance issues or hazardous conditions to park maintenance staff promptly.

Conducts vehicle and equipment inspections.

Provides reports of park activities, usage, and incidents to supervisors.

Make recommendations for budgetary needs, order supplies, maintains inventory and tracks spending.

Recommends park rules and policy updates based upon reoccurring needs of community, to improve safety, and proper park usage.

May develop, review and implement new park programs.

May assist capital planners in planning for the development of or additions to the park.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Department of Natural Resources park rules, regulations, policies and objectives.

Knowledge of the criminal, civil and traffic laws of Maryland.

Knowledge of methods and techniques of park operation and maintenance.

Knowledge of first aid.

Ability to Supervise.

Ability to communicate effectively.

Ability to plan, organize, and train.

Ability to enforce State and departmental rules, regulations, policies and procedures.

Ability to deal with the public in a courteous manner.

Ability to think quickly in an emergency.

Ability to plan and carry out varied maintenance activities.

Ability to ride a mountain bike.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in security, law enforcement, park management or a related field, or completion of an Associate's Degree in law enforcement, park management or related field.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Officer of Risk Management is required.

Incumbents must obtain First Aid/CPR/AED Certification prior to hire and to be maintained throughout employment

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligible who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: 8/30/2022

REVISED: 9/21/2022 (Title Change)

Baltimore City Department of Human Resources

PARKING CONTROL AGENT

41611

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Parking Control Agent patrols City streets to enforce parking regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift, which may include evening, weekend and callback hours. Work is performed outdoors where inclement weather and traffic hazards are regularly encountered. Work requires periods of prolonged walking and standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Patrols City streets either on foot or in a vehicle to enforce parking regulations.

Issues traffic court citations for all parking related violations.

Uses two-way radio to maintain contact with departmental communication center and the Police Department.

Explains to motorists reasons for citations.

Reports the location of hazardous street conditions and meters and signs in need of repairs.

Testifies in traffic court as required.
Completes daily work sheets and other reports as required.

Ensures that City vehicles are properly maintained and that safety precautions are followed.

Provides information to the general public as requested.

Enforces regulations at special civic and sports events and during snow emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to follow oral and written instructions.

Ability to deal effectively with the general public.

Ability to interpret and explain regulations.

Ability to complete forms and records.

Ability to learn the use of a two-way radio.

Ability to drive defensively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in public contact work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-~~-e~~Commercial driver's license~~,~~ or an equivalent ~~out-of-state~~ driver's license and eligible to obtain a Baltimore City driver's permit~~acceptable to the Office of Risk Management is required~~.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age; and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

The Police Department will consider (among other things) the following factors:

- The number, type and recency of prior convictions (if any) an applicant has;
- Whether the prior conviction involved a crime of moral turpitude (e.g., theft, forgery, perjury, etc.);
- Prior driving record; and

- Other factors as deemed appropriate by the Police Commissioner.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 1979

REVISED: September 11, 1981
October 31, 1983
December 28, 1983
December 19, 1985 (title changed)
August 4, 1994
October 1, 1996 (license changed)
October 15, 2002 (license changed)
March 16, 2012
June 4, 2014 (title changed)

Baltimore City Department of Human Resources

PARKING CONTROL AGENT II

41612

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Parking Control Agent II patrols City streets to enforce the payment of parking fines by locating and immobilizing the vehicles of habitual offenders. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and callback hours. Work is performed in a vehicle or outdoors where the employee is exposed to such uncomfortable environmental and hazardous working conditions as inclement weather, traffic hazards and verbal or physical abuse. Work requires moderate physical exertion in lifting and fitting vehicle immobilization devices.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Parking Control Agent I in that it involves the location and immobilization of scofflaws' vehicles in addition to the issuance of citations for parking violations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Patrols City streets for the purpose of locating vehicles with a large active file of unpaid parking citations (scofflaws).

Studies computer printouts which identify vehicles by license number, make, model and violation history; determines violation patterns and optimum patrol sites.

Uses two-way radio to confirm status of vehicle's citations; maintains contact with the Department's communications center and the Police Department.

Attaches vehicle immobilization devices such as the Denver Boot to parked vehicles, releases devices upon authorization from the Division of Parking Fines.

Prepares detailed reports of each vehicle action; completes a variety of summary sheets and supplemental reports as necessary.

Explains vehicle redemption procedures.

Reports the location of hazardous street conditions and meters and signs in need of repair.

Arranges for vehicles to be towed to City impound lots; may assist tow truck operator or direct traffic as needed.

Issues traffic-court citations for parking violations.

Testifies in traffic court as required.

Ensures that assigned City vehicles are properly maintained.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of parking regulations.

Knowledge of procedures for issuing citations.

Knowledge of City street locations.

Ability to drive defensively.

Ability to deal effectively with the general public.

Ability to interpret and explain regulations.

Ability to complete forms and records.

Ability to use a two-way radio.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in the enforcement of parking regulations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 18, 1985

REVISED: August 4, 1994
May 17, 2000 (license changed)
October 15, 2002 (license changed)

Baltimore City Department of Human Resources

SPECIAL TRAFFIC ENFORCEMENT OFFICER

41613

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Special Traffic Enforcement Officer directs vehicular and pedestrian traffic at assigned intersections and issues citations for moving violations. The work of this class involves no supervisory duties or responsibilities.

Employees receive moderate supervision from a technical superior. Employees in this class work a rotating shift to provide evening and weekend coverage and are subject to callback for emergency situations. Work is performed in a vehicle or outdoors where the employee is exposed to such uncomfortable environmental and hazardous working conditions as inclement weather, traffic hazards and verbal or physical abuse. Work requires moderate physical exertion such as standing for long periods and extended hand and arm movements on a regular basis.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs point control duties at an assigned intersection by directing vehicular and pedestrian traffic during peak traffic periods at heavily trafficked sites.

Independent of, or in conjunction with members of the Police Department's Tactical Division, directs traffic as required for special civic or sporting events.

Uses two-way multi-channel radio to communicate with the Police Department, Department of Public Works and other Special Traffic Enforcement Officers regarding a variety of on-site situations such as accidents, illegal activity, criminal suspects, flow of traffic and to call for back-up and receive directions from superior.

Issues traffic court citations for moving violations related to failure to obey an officer or traffic control device such as a traffic signal or stop sign.

Issues traffic court citations for parking related violations; may control an assigned area to enforce parking regulations.

Responds to traffic accidents in accordance with Police Department procedures; calls for emergency response as necessary.

Re-routes traffic in emergency or special situations such as fires, accidents, police related incidents or special events, in order to clear the area of traffic and ensure continued traffic flow.

Testifies in traffic and criminal court as required with regard to moving violations and parking citations or to provide descriptions and serve as witness regarding observed criminal activity.

Explains to motorists reasons for citations, moving vehicle or parking regulations and vehicle redemption procedures.

Reports the location of hazardous street conditions and meters and signs in need of repair or replacement.

Completes daily worksheets; prepares reports as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Ability to deal effectively with the general public and City employees from other agencies.

Ability to use a whistle and hand signals effectively.

Ability to actively observe vehicular and pedestrian traffic and respond quickly and effectively as needed.

Ability to control pedestrians and drivers at intersections.

Ability to interpret and explain regulations.

Ability to drive defensively.

Ability to complete forms and records.

Ability to write simple reports.

Ability to use a two-way radio.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the enforcement of parking or traffic regulations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Traffic Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: October 25, 1989

REVISED: March 27, 1990
August 17, 1994
October 17, 1995 (title changed)
November 15, 1996 (license changed)
August 25, 1999
October 15, 2002 (license changed)
December 27, 2005
February 18, 2014 (licensed changed)

PARKING CONTROL SUPERVISOR I

41615

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Parking Control Supervisor I plans and oversees the parking regulation enforcement work performed by a squad. Work of this class involves supervising the activities of parking control agents.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift which may include evening, weekend and call back hours. Work is performed outdoors where inclement weather and traffic hazards are regularly encountered. Work requires minimal physical exertion; occasional periods of prolonged standing and walking are required when patrolling streets and issuing citations.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class Parking Control Supervisor II in that it involves supervising the activities of one squad.

III. TYPICAL EXAMPLES OF THE WORK

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and oversees the parking enforcement activities of a squad to ensure compliance with regulations, procedures and special directives.

Inspects personnel, uniforms and equipment at the beginning of a shift to ensure that they are in order.

Patrols streets on foot or in a vehicle to observe the work of subordinates.

Conducts special investigations as directed.

Issues citations for violations encountered while patrolling the streets.

Reviews subordinates' reports for completeness and accuracy and writes reports of special investigations or incidents.

Makes recommendations for more efficient utilization of personnel, equipment, forms and supplies.

Inspects contractors' permits at construction sites and lane closures.

Enforces parking regulations at special civic and sport events and during snow emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of parking regulations.

Knowledge of procedures for issuing citations.

Knowledge of City street locations.

Knowledge of defensive driving techniques.

Supervisory ability.

Ability to deal effectively with others.

Ability to interpret and explain regulations.

Ability to use two-way radio equipment.

Ability to write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in the enforcement of parking regulations.

Equivalencies - Six months of additional experience in parking regulation enforcement may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 1979

REVISED: June 18, 1981
December 28, 1983
November 13, 1996 (license changed)
October 15, 2002 (license changed)

Baltimore City Department of Human Resources

PARKING CONTROL SUPERVISOR II

41616

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Parking Control Supervisor II plans and oversees the daily activities of all squads engaged in parking regulation enforcement work. Work of this class involves directing the activities of parking control work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and callback hours. Work is performed in an office setting and outdoors where inclement weather and traffic hazards are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Parking Control Supervisor I in that it involves overseeing the daily activities of all squads.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and supervises routine, daily parking control activities to ensure compliance with regulations, procedures and special directives.

Assigns specific tasks to squad supervisors and monitors their progress.

Schedules personnel and equipment necessary to accomplish goals of the agency.

Patrols streets in a vehicle to observe the work of subordinates.

Insures security of valuable equipment such as two-way radios, citation books and uniforms.

Maintains statistical reports as required.

Participates in developing and implementing new employee and in-service training programs.

Coordinates parking enforcement support at special civic and sports events and during snow emergencies.

Recommends the hiring, firing and disciplining of personnel.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of parking regulations.

Knowledge of procedures for issuing citations.

Knowledge of City Street locations.

Knowledge of defensive driving techniques.

Supervisory ability.

Ability to deal effectively with others.

Ability to interpret and explain regulations.

Ability to use two-way radio equipment.

Ability to compile statistical records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the enforcement of parking regulations including one year of such supervisory responsibilities as evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 1979

REVISED: June 18, 1981
October 30, 1981
December 28, 1983
November 21, 1996 (license changed)
October 15, 2002 (license changed)

SUPERINTENDENT, PARKING ENFORCEMENT

41617

Enforcement, Protection and
Inspection Division
Protective Service Branch
Traffic Control Group

I. CLASS DEFINITION

A Superintendent, Parking Enforcement plans, coordinates and directs parking and school crossing guard enforcement activities and provides management level operational and policy support to the Chief of the Safety Division. Work of this class involves directing parking control and crossing guard work units.

The incumbent receives general supervision from a technical superior. The employee in this class works a conventional workweek which includes evening, weekend and callback hours. Work is performed primarily in an office where there are few uncomfortable working conditions; however, inclement weather and traffic hazards may be encountered when working outdoors. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position related duties not listed, if necessary, to accomplish the work of the agency.)

With the Division Chief, analyzes and evaluates division-wide operations, identifies problem areas, recommends and ensures compliance with the implementation of standards, policies and procedures to improve the operations' effectiveness.

Plans, coordinates and directs the parking regulation and school crossing guard enforcement programs.

Through subordinate second level supervisors, plans and coordinates the work schedules and project assignments of multiple crews, assigns personnel between crews as necessary; schedules and authorizes overtime and oversees emergency employee call-back as required; oversees and participates in the evaluation of staff performance, disciplines and recommends hiring, firing and promotion.

Evaluates daily and emergency operational processes through on-site observation and analysis of field data to ensure the effectiveness of current enforcement routes and procedures, that quality standards are established and met, and that field services are accomplished in a cost-effective manner.

Oversees the investigation of parking citation complaints; interprets parking and pedestrian laws, ordinances and regulations.

Makes on-site visits to areas with serious parking, pedestrian problems to observe conditions and evaluate possible solutions.

Meets with community groups, civic organizations and area businesses to resolve problems and respond to special requests.

Surveys best practices; develops and oversees staff training activities.

Maintains records and prepares reports as needed.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of parking regulation enforcement.

Knowledge of parking citation and school crossing regulations procedures.

Knowledge of the working interrelationships between the department and City, State and Federal agencies.

Knowledge of the principles and methods of investigation.

Knowledge of the principles and practices of supervision.

Ability to interpret legislation, ordinances and regulations.

Ability to interpret and explain parking regulations.

Ability to act decisively, tactfully and humanely.

Ability to supervise including commanding and deploying field operations personnel.

Ability to enforce compliance with policies and standard operating procedures in a field operations environment.

Ability to plan and coordinate program activities.

Ability to establish and maintain effective working relationships with representatives of City agencies, civic, community and business groups and the general public.

Ability to analyze operational processes, identify problem areas and effectively recommend solutions.

Ability to communicate effectively orally and in writing.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in parking analysis, enforcement or administration, including at least one year of managing field operations and two years of such supervisory responsibilities as disciplining, evaluating the performance of, and recommending the hiring, firing and promoting supervisors of others engaged in regulatory or code enforcement.

Equivalencies – Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 30, 1982

REVISED: December 28, 1985
April 24, 1991
August 4, 1994
September 28, 2000 (licensed changed)
October 15, 2002 (license changed)
August 8, 2007 (title changed)
January 25, 2012 (title and grade changed)

Baltimore City Department of Human Resources

SPECIAL TRAFFIC ENFORCEMENT SUPERVISOR I

41618

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Special Traffic Enforcement Supervisor I schedules, reviews and participates in the safe direction of vehicular and pedestrian traffic at heavily trafficked intersections and special events. Work of this class involves supervising the activities of Special Traffic Enforcement officers.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift which may include evening, weekend and callback hours. Work is performed outdoors on foot or in a vehicle where inclement weather and traffic hazards are regularly encountered. Work requires minimal physical exertion; occasional periods of prolonged standing and walking are required when directing traffic.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Special Traffic Enforcement Supervisor II in that it involves supervising the activities of one squad of Special Traffic Enforcement Officers.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Oversees the activities of a squad of Traffic Enforcement Officers engaged in directing vehicular and pedestrian traffic at heavily trafficked intersections and special events.

Evaluates the performance of, approves leave and overtime, disciplines and recommends the hiring, firing and promoting of Special Traffic Enforcement Officers.

Surveys intersections to determine volume of traffic, possible hazards and number of officers or whether officers and/or a traffic device are required to safely enforce traffic and pedestrian regulations; recommends to appropriate personnel what is needed to ensure safety at an intersection.

Patrols streets on foot or in a vehicle to make on-site observations of subordinates, and to evaluate traffic volume, special hazards or problems.

Assign officers to direct vehicular and pedestrian traffic at designated heavily trafficked intersections, special events, and on-site street situations such as fire or police involved activity, that require the redirecting of traffic; redeploys officers as warranted in the event of a traffic accident or other emergency.

Responds to calls to intersections by officers to resolve problems occurring on site; resolves problems on site.

Notifies appropriate city personnel of structural problems in the vicinity of intersections assigned to officers.

Writes reports of special investigations or incidents, or other on-site situations that warranted a special response by officers; interviews injured citizens at the scene of an accident; documents interview findings, pertinent facts and observed events relating to a pedestrian or motorist's injury.

Attends traffic court to observe subordinates' testimony.

Reviews subordinates' reports for completeness and accuracy; submits request for court postponements.

Issues traffic court citations for moving and parking violations encountered while patrolling the streets.

Provides in-service training to Special Traffic Enforcement Officers.

Inspects personnel, uniforms and equipment at the beginning of a shift to ensure that they are in order.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of City street locations.

Knowledge of parking regulations.

Knowledge of procedures for issuing citations.

Knowledge of procedures for responding to an accident.

Supervisory ability.

Ability to conduct traffic studies and evaluate traffic volume and potential hazards at sites.

Ability to schedule and make changes in assignments in response to special needs, changing situations.

Ability to deal effectively with a wide variety of people.

Ability to stay calm and professional in dealing with citizens who are in violation of traffic regulations.

Ability to interpret and explain regulations.

Ability to use two-way radio equipment.

Ability to write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience directing vehicular and pedestrian traffic.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Traffic Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: August 25, 1999

REVISED: October 15, 2002 (license changed)

Baltimore City Department of Human Resources

SPECIAL TRAFFIC ENFORCEMENT SUPERVISOR II

41619

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Special Traffic Enforcement Supervisor II plans and oversees the safe direction of vehicular and pedestrian traffic at heavily trafficked intersections and special events on a Citywide basis. Work of this class involves directing the activities of traffic enforcement work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek which may include evening, weekend and callback work hours. Work is performed in an office setting and outdoors where inclement weather and traffic hazards are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Special Traffic Enforcement Supervisor I in that it involves overseeing the daily activities of all traffic enforcement squads.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Plans and oversees the activities of all squads of Traffic Enforcement Officers engaged in directing vehicular and pedestrian traffic at heavily trafficked intersections and special events Citywide.

Evaluates the performance of, approves leave, disciplines and recommends the promoting, hiring, and firing of subordinate Special Traffic Enforcement Supervisors.

Works in coordination with the Baltimore City Police Department to coordinate the safe direction of vehicular and pedestrian traffic at baseball and football games, Presidential visits, fires and bomb threats.

Ensures enforcement of traffic and parking regulations at heavily trafficked intersections, special events and situations by assigning trafficked areas that require coverage to subordinate supervisors.

Assigns specific tasks, such as surveying intersections to determine volume of traffic, potential hazards and type of coverage required to ensure safety of pedestrians and vehicles, to squad supervisors and monitors their progress.

Schedules personnel and equipment necessary to ensure the safe direction of vehicular and pedestrian traffic in Baltimore City.

Patrols streets in a vehicle to make on-site evaluations of intersections, operations, traffic volume, and to discern potential problems and recommend corrections.

Secures and maintains inventory of equipment such as two-way radios, citation books and uniforms.

Participates in developing and implementing in-service training programs.

Maintains statistical reports as required; reviews subordinates' written reports for accuracy and completeness; maintains records of routine events and writes reports regarding significant events and activities.

Prepares budget expenditure recommendations for uniforms, equipment and supplies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of traffic enforcement regulations.

Knowledge of procedures for issuing citations.

Knowledge of court system and procedures.

Knowledge of City street locations.

Knowledge of defensive driving techniques.

Supervisory ability.

Ability to conduct traffic studies and evaluate traffic volume and potential hazards at sites.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective relationships with a wide variety of people in normal and high stress situations.

Ability to interpret and explain regulations.

Ability to use two-way radio.

Ability to compile statistical records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the enforcement of traffic regulations including two years of such supervisory responsibilities as evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience,

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Traffic Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: August 25, 1999

REVISED: October 15, 2002 (license changed)

MARINE ENFORCEMENT AGENT I

41622

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Marine Enforcement Agent I patrols the Inner Harbor and Fells Point marina areas to collect docking fees and enforce docking and marina regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work five days per week, including evening and weekend hours. Work is performed outdoors where inclement weather is encountered. Work requires periods of prolonged walking and standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Marine Enforcement Agent II in that it involves the collection of docking fees but does not involve assigning and reviewing the work of others, tallying and reconciling fees and receipts collected nor preparing cash deposit slips.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Patrols Inner Harbor and Fells Point either on foot or in a vehicle to assist boat operators with docking, collecting docking fees, providing information and enforcing docking regulations.

Calculates docking fees based on length of boat and length of stay; collects docking fees in cash, check or by charge card, using remote credit card payment and other payment devices; prepares and issues receipts for payment; documents identifying information including registration number, location of docked boat and phone number if available.

Issues civil citations for failure to pay Inner Harbor and associated Harbor area docking fees.

Enforces Inner Harbor and associated Harbor area rules and regulations; issues civil citations for failure to obey regulations; explains to boat operators and the general public reasons for citations.

Appears as witness in court as required.

Provides information on site and in response to telephone inquiries regarding docking information, docking fees, and Inner Harbor and Fells Point events and attractions.

Operates a boat to direct boating traffic to docking areas within the confines of the Inner Harbor and associated areas.

Uses two-way radio to communicate with the Marine Docking personnel, the Baltimore City Police Department's Marine Police, and the United States Coast Guard regarding the docking of boats, the flow of boating traffic, boating control during inclement weather, other on-site boating related activities and to call for back-up in case of emergency.

Responds to boating accidents in accordance with Baltimore City Police Department and the United States Coast Guard procedures, and calls for emergency response.

Identifies and logs Inner Harbor and associated Harbor maintenance issues.

Ensures that City vehicles are properly maintained and that safety precautions are followed.

Enforces regulations at special Inner Harbor and Fells Point events and during snow emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic.

Ability to count and handle large sums of money.

Ability to effectively communicate orally and to work well with boat operators and the general public.

Ability to interpret and explain regulations.

Ability to enforce simple regulations.

Ability to learn the use of a two-way radio.

Ability to drive defensively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of work or volunteer experience interacting with the public.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire and must obtain a Certificate of Appointment within six months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner are grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to;

- Be 21 years of age at time of Certification; and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Incumbents must successfully complete an American Red Cross certified or comparable adult/child CPR first aid course within six months of hire.

Incumbents must successfully complete an American Red Cross certified course in swimming or demonstrate an acceptable level of skill in this area within six months of hire.

Incumbents must successfully complete a basic operations and safe boating course approved by the United States Coast Guard within six months of hire.

ADOPTED: February 24, 2010

Baltimore City Department of Human Resources

MARINE ENFORCEMENT AGENT II

41623

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Marine Enforcement Agent II collects and accounts for docking fees collected and patrols the Inner Harbor and associated marina areas to enforce docking and marina regulations. Work of this class involves leading Marine Docking Agents but does not involve supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work five days per week, including evening and weekend hours. Work is performed outdoors where inclement weather is encountered. Work requires periods of prolonged walking and standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Marine Enforcement Agent I in that it involves assigning and reviewing the work of others, tallying and reconciling fees and receipts collected and preparing cash deposit slips.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Tallies docking receipts and fees collected either at the docks or by mail and prepares cash deposit slips; reviews receipts for accuracy; reviews logged maintenance items for accuracy and prepares maintenance report for submission.

Assigns and reviews the work of Marine Enforcement Agents I and Community Aides on a recurring basis in absence of supervisor.

Patrols Inner Harbor and associated harbor areas either on foot or in a vehicle to assist boat operators with docking, collecting docking fees, providing information and enforcing docking regulations.

Calculates docking fees based on length of boat and length of stay; collects docking fees in cash, check or by charge card, using remote credit card payment and other payment devices; prepares and issues receipts for payment.

Issues civil citations for failure to pay Inner Harbor, Fells Point and associated docking fees; enforces Inner Harbor and associated Harbor area rules and regulations; issues civil citations for failure to obey regulations; explains to boat operators and the general public reasons for citations.

Appears as witness in court as required.

Provides information on site and in response to telephone inquiries regarding docking information, docking fees, and Inner Harbor and Fells Point events and attractions.

Operates boat to direct boating traffic to docking areas within the confines of the Inner Harbor and associated areas.

Uses two-way radio to communicate with the Marine Docking personnel, the Baltimore City Police Department's Marine Police, and the United States Coast Guard regarding the docking of boats, the flow of boating traffic, boating control during inclement weather, other on-site boating related activities and to call for back-up in case of emergency.

Responds to boating accidents in accordance with Baltimore City Police Department and the United States Coast Guard procedures, and calls for emergency response.

Identifies and logs Inner Harbor and Fells Point maintenance issues.

Ensures that City vehicles are properly maintained and that safety precautions are followed.

Enforces regulations at special Inner Harbor and Fells Point events and during snow emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic.

Ability to count and handle large sums of money.

Ability to maintain accurate records.

Ability to effectively communicate orally and to work well with boat operators and the general public.

Ability to interpret and explain regulations.

Ability to enforce simple regulations.

Ability to use a two-way radio.

Ability to drive defensively.

Ability to assign and review the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of work or volunteer experience interacting with the public including two years collecting and accounting for cash or checks and providing receipts for same.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire and must obtain Certificate of Appointment within six months of hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to;

- Be 21 years of age at time of Certification; and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Incumbents must successfully complete an American Red Cross certified or comparable adult/child CPR first aide course within six months of hire.

Incumbents must successfully complete an American Red Cross certified course in swimming or demonstrate an acceptable level of skill in this area within six months of hire.

Incumbents must successfully complete a basic operations and safe boating course approved by the United States Coast Guard within six months of hire.

ADOPTED: February 24, 2010

Baltimore City Department of Human Resources

MARINE DOCK MASTER

41625

Maintenance, Trades and
Service Division
Maintenance Branch
Grounds Maintenance Group

I. CLASS DEFINITION

A Marine Dock Master coordinates dock-based activities in the Inner Harbor and associated harbor areas and resolves problems and complaints of the boating public. Work of this class involves supervising marine enforcement agent personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work five days per week including Saturday and Sunday. Work is performed in the Dock Master's office where there are few uncomfortable conditions and outdoors where inclement weather may be encountered. Work most often requires minimal physical exertion however, may involve standing for extended periods of time while monitoring harbor activities or investigating a situation and operating a boat.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of Marine Enforcement Agents and Community Aides engaged in patrolling the docks, collecting docking fees, issuing citations and assisting the boating and general public; evaluates staff performance, approves leave, disciplines and recommends hiring, firing and promotion.

Oversees and participates in ensuring the payment, collection, accounting for and deposit of docking fees, enforcement of Inner Harbor rules and regulations, directing of boating traffic and submission and resolution of maintenance issues.

Answers complaints and resolves problems for the boating public and performs public relations work in the Inner Harbor and associated areas.

Oversees and participates in the maintenance of records and receipts of fees.

Coordinates water-based activities such as boat races and fireworks displays over the water and land-based Inner Harbor events and festivals, the Coast Guard, the Marine Police, the Maryland Port Administration, and the Bureau of Parks.

Meets large ships that visit the Inner Harbor and makes arrangements for ceremonies and events involving such ships.

On foot, utilizing two-wheel transportation device (i.e. Segway, bicycle), and by boat, patrols the Inner Harbor and associated Inner Harbor areas to observe the work of Marine Enforcement Agents, evaluate boat traffic, assess the maintenance condition of Inner Harbor piers, and identify hazards and problems.

Enforces the Rules and Regulations for the Waters of the Inner Harbor.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of marina operations.

Knowledge of waterway rules, seamanship, maintenance and care of boats, lifesaving and boating safety.

Knowledge of first-aide.

Knowledge of arithmetic.

Knowledge of boating terms.

Ability to account for large sums of money.

Ability to enforce water rules and regulations.

Ability to speak and write effectively.

Ability to establish and maintain effective working relationships with Federal, State, and City government officials and the general public.

Ability to develop system for and oversee maintenance of records and files.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in marine enforcement work including experience in the collection and handling of fees.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Failure to obtain or revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to;

- Be 21 years of age at time of Certification; and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Incumbents must successfully complete an American Red Cross certified or comparable adult/child CPR first aide course within six months of hire.

Incumbents must successfully complete an American Red Cross certified course in swimming or demonstrate an acceptable level of skill in this area within six months of hire.

Incumbents must successfully complete a basic operations and safe boating course approved by the United States Coast Guard within six months of hire.

ADOPTED: February 24, 2010

Baltimore City Department of Human Resources

TRANSPORTATION ENFORCEMENT OFFICER I

41626

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Transportation Enforcement Officer I performs parking control and traffic enforcement work in Baltimore City. These employees patrol City streets to enforce parking ordinances, and direct vehicular and pedestrian traffic at assigned intersections and issues citations for moving violations. The work of this class involves no supervisory duties or responsibilities.

Employees receive moderate supervision from a technical superior. Employees in this class work a rotating shift to provide evening and weekend coverage and are subject to callback for emergency situations. Work is performed in a vehicle or outdoors where the employee is exposed to such uncomfortable environmental and hazardous working conditions as inclement weather, traffic hazards and verbal or physical abuse. Work requires moderate physical exertion such as walking and standing for long periods and extended hand and arm movements on a regular basis.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs parking control and traffic enforcement work in Baltimore City.

Patrol City streets either on foot or in a vehicle to enforce parking regulations to include vehicle immobilization services.

Issues traffic court citations for parking and moving vehicle violations.

Operates hand-held computerized devices.

Locates vehicles with a large active file of unpaid parking citations (scofflaws).

Studies computer printouts which identify vehicles by license number, make, model, and violation history, and determines violation patterns and optimum patrol sites.

Attaches vehicle immobilization devices to parked vehicles or releases devices upon authorization form the Division of Parking Fines.

Performs point control duties at an assigned intersection by directing vehicular and pedestrian traffic during peak traffic periods at heavily trafficked sites and special events.

Uses two-way radio to communicate with the Department communication center, the Police Department, and the Department of Public Works regarding a variety of on-site situations.

Responds to traffic accidents in accordance with Police Department procedures and calls for emergency response as necessary.

Re-routes traffic in emergency or special situations such as fires, accidents, police related incidents or special events, in order to clear the area of traffic and ensure continued traffic flow.

Testifies in traffic and criminal court as required with regard to moving violations and parking citations or to provide descriptions and serve as witness regarding observed criminal activity.

Explains to motorists reasons for citations, moving vehicle or parking regulations and vehicle redemption procedures.

Reports the location of hazardous street conditions and meters and signs in need of repair or replacement.

Completes daily worksheets and prepares reports as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of City street locations.

Ability to deal effectively with the general public and City employees from other agencies.

Ability to use a whistle and hand signals effectively.

Ability to actively observe vehicular and pedestrian traffic and respond quickly and effectively as needed.

Ability to control pedestrians and drivers at intersections.

Ability to interpret and explain regulations.

Ability to drive defensively.

Ability to complete forms and records and write simple reports.

Ability to learn the use a two-way radio and operate hand-held computer devices.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and 6 months of experience in the enforcement of parking control and/or traffic regulations.

Equivalencies – No equivalency.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Traffic Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: June 4, 2014

REVISED: July 29, 2016

Baltimore City Department of Human Resources

TRANPORTATION ENFORCEMENT OFFICER II

41627

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Transportation Enforcement Officer II performs technical parking control and traffic enforcement work in Baltimore City. The work of this class involves assigning and reviewing the work of staff performing parking control and traffic enforcement activities, but does not involve full supervisory duties or responsibilities.

Employees receive moderate supervision from a technical superior. Employees in this class work a rotating shift to provide evening and weekend coverage and are subject to callback for emergency situations. Work is performed in a vehicle or outdoors where the employee is exposed to such uncomfortable environmental and hazardous working conditions as inclement weather, traffic hazards and verbal or physical abuse. Work requires moderate physical exertion such as standing for long periods and extended hand and arm movements on a regular basis.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Transportation Enforcement Officer I, in that it involves assigning and reviewing the work of other staff performing parking control and traffic enforcement activities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the parking control and traffic enforcement activities and practices of a unit squad.

Assists supervisor in assigning equipment and instructs squad in its proper use, care and maintenance.

Reviews citations issued by squad members for accuracy and completeness.

Reviews reports and other forms submitted by squad members and prepares required reports.

Assists in the training of squad members and new hires.

Patrol City streets either on foot or in a vehicle to enforce parking regulations to include vehicle immobilization services.

Issues traffic court citations for parking and moving vehicle violations.

Operates hand-held computerized devices.

Locates vehicles with a large active file of unpaid parking citations (scofflaws).

Studies computer printouts which identify vehicles by license number, make, model, and violation history, and determines violation patterns and optimum patrol sites.

Attaches vehicle immobilization devices to parked vehicles or releases devices upon authorization form the Division of Parking Fines.

Performs point control duties at an assigned intersection by directing vehicular and pedestrian traffic during peak traffic periods at heavily trafficked sites and special events.

Uses two-way radio to communicate with the Department communication center, the Police Department, and the Department of Public Works regarding a variety of on-site situations.

Responds to traffic accidents in accordance with Police Department procedures and calls for emergency response as necessary.

Re-routes traffic in emergency or special situations such as fires, accidents, police related incidents or special events, in order to clear the area of traffic and ensure continued traffic flow.

Testifies in traffic and criminal court as required with regard to moving violations and parking citations or to provide descriptions and serve as witness regarding observed criminal activity.

Explains to motorists reasons for citations, moving vehicle or parking regulations and vehicle redemption procedures.

Reports the location of hazardous street conditions and meters and signs in need of repair or replacement.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of City street locations.

Ability to operate a personal computer and use common office software.

Ability to deal effectively with the general public and City employees from other agencies.

Ability to assign and review the work of Transportation Enforcement Officers and Parking Control Agents.

Ability to use a whistle and hand signals effectively.

Ability to actively observe vehicular and pedestrian traffic and respond quickly and effectively as needed.

Ability to control pedestrians and drivers at intersections.

Ability to interpret and explain regulations.

Ability to drive defensively.

Ability to complete forms and records and write simple reports.

Ability to use a two-way radio and to operate hand-held computer devices.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the enforcement of parking control and/or traffic regulations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Traffic Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: June 4, 2014

TRANSPORTATION ENFORCEMENT SUPERVISOR I

41628

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Transportation Enforcement Supervisor I supervises a unit squad in performing parking control and traffic enforcement activities of an assigned geographical area. Work of this class involves supervising the activities of Transportation Enforcement Officers and Parking Control Agents.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a rotating shift which may include evening, weekend and callback hours. Work is performed outdoors on foot or in a vehicle where inclement weather and traffic hazards are regularly encountered. Work requires minimal physical exertion; occasional periods of prolonged standing and walking are required when directing traffic.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Transportation Enforcement Supervisor II in that it involves supervising the activities of one squad of Transportation Enforcement Officers and Parking Control Agents.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Oversees the activities of a unit squad of Transportation Enforcement Officers and Parking Control Agents engaged in enforcing parking control regulations and traffic safety at heavily trafficked intersections and special events.

Evaluates the performance of, approves leave and overtime, disciplines and recommends the hiring, promoting, and firing of Transportation Enforcement Officers and Parking Control Agents.

Determines and oversees staff assignments and the issuance and deployment of equipment.

Advises subordinates concerning departmental policies, laws, ordinances, rules and regulations.

Provides in-service training to Transportation Enforcement Officers and Parking Control Agents in procedures and equipment usage.

Attends traffic court to observe subordinates' testimony and submits requests for court postponements.

Reviews subordinates' reports for completeness and accuracy and writes reports of special investigations or incidents.

Inspects personnel, uniforms and equipment at the beginning of a shift to ensure that they are in order.

Patrols streets on foot or in a vehicle to make on-site observations of subordinates, to evaluate traffic volume, special hazards or problems, and/or to issue traffic court citations for noted moving and parking violations.

Assign officers to direct vehicular and pedestrian traffic at designated heavily trafficked intersections, special events, and on-site street situations such as fire or police involved activity, that require the redirecting of traffic, and redeploys officers as warranted in the event of a traffic accident or other emergency.

Responds to calls from squad members to resolve problems occurring on site.

Notifies appropriate city personnel of structural problems in the vicinity of intersections assigned to officers.

Interviews injured citizens at the scene of an accident and documents interview findings, pertinent facts and observed events relating to a pedestrian or motorist's injury.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of City street locations and major buildings.

Knowledge of parking regulations and procedures for issuing citations.

Knowledge of procedures for responding to an accident.

Ability to plan, coordinate, supervise and evaluate the work of Transportation Enforcement Officers and Parking Control Agents.

Ability to operate personal computer and use common office software.

Ability to conduct traffic studies and evaluate traffic volume and potential hazards at sites.

Ability to schedule and make changes in assignments in response to special needs, changing situations.

Ability to deal effectively with a wide variety of people.

Ability to stay calm and professional in dealing with citizens who are in violation of traffic regulations.

Ability to interpret and explain regulations.

Ability to use two-way radio equipment and to operate hand-held computers.

Ability to prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience performing parking control and/or traffic enforcement work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license, or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: June 4, 2014

TRANSPORTATION ENFORCEMENT SUPERVISOR II

41629

Enforcement, Protection and
Inspection Division
Protective Services Branch
Traffic Control Group

I. CLASS DEFINITION

A Transportation Enforcement Supervisor II plans and oversees the daily activities of multiple squads engaged in performing parking control and traffic enforcement activities. Work of this class involves directing the activities of parking control and traffic enforcement units.

Incumbents receive general supervision from a technical superior. Employees in this class work a rotating shift which may include evening, weekend and callback hours. Work is performed outdoors on foot or in a vehicle where inclement weather and traffic hazards are regularly encountered. Work requires minimal physical exertion; occasional periods of prolonged standing and walking are required when directing traffic.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Transportation Enforcement Supervisor I in that it involves overseeing the daily activities of multiple squads.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Plans and oversees daily parking control and traffic enforcement activities performed by multiple squads to ensure compliance with regulations, procedures, and special directives.

Evaluates the performance of, approves leave and overtime, disciplines and recommends the hiring, promoting, and firing of Transportation Enforcement Supervisors.

Develops and implements plans, policies and procedures to optimize utilization of staff and equipment resources to achieve goals of the agency.

Oversees the maintenance, security and safeguarding of valuable equipment and other supplies issued to staff.

Advises subordinates concerning departmental policies, laws, ordinances, rules and regulations.

Develops and implements new employee and in-service training programs.

Prepares budget expenditure recommendations for uniforms, equipment, and supplies.

Works with the Baltimore City Police Department to determine and coordinate staffing and special traffic considerations for special events and in the event of emergency situations.

Coordinates parking enforcement support at special civic and sports events and during snow emergencies.

Patrols streets in a vehicle to make on-site evaluations of intersections, operations, traffic volume, and to discern potential problems and recommend corrections.

Performs field investigations, testifies in court, and prepares periodic and special reports as required.

Assigns special projects and tasks to squad supervisors to ensure proper enforcement of parking ordinances and effective traffic control management throughout the City.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Maryland State Motor Vehicle laws, ordinances and traffic regulations.

Knowledge of City street locations.

Knowledge of parking regulations and procedures for issuing citations.

Knowledge of procedures for responding to an accident.

Ability to plan, coordinate, supervise and evaluate the work of Transportation Enforcement Supervisors I.

Ability to operate personal computer and use common office software.

Ability to conduct traffic studies and evaluate traffic volume and potential hazards at sites.

Ability to schedule and make changes in assignments in response to special needs, changing situations.

Ability to deal effectively with a wide variety of people.

Ability to stay calm and professional in dealing with citizens who are in violation of traffic regulations.

Ability to interpret and explain regulations.

Ability to use two-way radio equipment and to operate hand-held computers.

Ability to prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in the enforcement of parking control and traffic regulations including two years of supervisory responsibilities such as evaluating the performance of and recommending the hiring, promoting, and firing of others.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: June 4, 2014

Baltimore City Department of Human Resources

SUPERINTENDENT OF BUILDING INSPECTION

42115

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Superintendent of Building Inspection coordinates, investigates and disposes of complaints of City building code violations in the construction, alteration and repair of single and multiple dwelling units and business and commercial buildings. Work of this class involves supervising subordinate building inspection personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in an office setting, where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Coordinates the work of subordinate building inspection personnel in inspecting all phases of the construction, alteration and repair of single and multiple family dwelling units and business and commercial buildings, as defined by the Baltimore City Building Code, for compliance with or violation of applicable City building codes and related regulations in the Division of Construction and Building Inspection of the Department of Housing and Community Development.

Disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate building inspection personnel.

Investigates and disposes of complaints of violations of the building codes.

Advises and assists inspectors on unusual and difficult inspection problems.

Directs and participates in a training program for inspectors.

Directs the maintenance of records and the preparation of reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of Baltimore City building and related codes.

Knowledge of building inspection techniques.

Knowledge of building materials and construction standards.

Ability to work effectively with contractors, homeowners, tenants, civic and community groups and the general public.

Ability to write reports.

Ability to train subordinate personnel in building inspection techniques.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience inspecting buildings for compliance with the Baltimore City Building Code, including one year of such lead responsibilities as assigning, reviewing and approving the work of building inspectors.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 28, 1961
REVISED: April 12, 1962
November 29, 1963
July 27, 1967
July 27, 1981
August 30, 1983 (title changed)
April 16, 1987
March 26, 1996 (license changed)
January 5, 2001 (license changed)

Baltimore City Department of Human Resources

GENERAL SUPERINTENDENT OF BUILDING INSPECTION

42116

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A General Superintendent of Building Inspection coordinates and directs the investigation and disposal of building, electrical and mechanical system complaints of City building code violations in the construction, alteration and repair of single and multiple family dwelling units and business and commercial buildings. The work of this class involves directing the activities of building, electrical and mechanical inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in an office setting, where normal working conditions are encountered. The work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Coordinates and directs the building, electrical and mechanical inspection of all phases of the construction, alteration and repair of single and multiple family dwelling units and business and commercial buildings, as defined in the Baltimore City Building Code, for compliance with or violation of applicable City building codes and relates regulations, in the Division of Construction and Building Inspection of the Department of Housing and Community Development.

Disciplines, evaluates the performance of and recommends the hiring, firing and promoting of subordinate building, electrical and mechanical inspection personnel.

Coordinates the activities of several inspection divisions.

Directs the investigation and disposition of complaints of violations.

Participates in the development of bureau policies and procedures.

Interprets and enforces building and related codes and ordinances.

Prepares reports, correspondence, budgets and related documents.

Directs the maintenance of records and the preparation of reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles, practices, methods and materials of building construction.

Knowledge of building codes and related legislation and regulations.

Knowledge of the techniques of building and construction inspection.

Skill in reading and interpreting construction plans and specifications.

Ability to analyze and evaluate building plans for compliance with building codes and regulations.

Ability to formulate and implement building inspection goals and policies with citywide impact.

Ability to deal effectively with contractors, homeowners, tenants, civic and community groups, government officials and the general public.

Ability to communicate effectively orally and in writing.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Bachelor's degree from an accredited college or university and five years of experience in construction inspection, construction project management, construction engineering or a closely related field, two years of which must include such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing, and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-commercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 28, 1961

REVISED: January 26, 1972
August 30, 1983 (title changed)
April 16, 1987
January 5, 2001 (license changed)
December 31, 2004
January 31, 2005 (M.Q. Change)

Baltimore City Department of Human Resources

HOUSING INSPECTOR APPRENTICE

42129

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Housing Inspector Apprentice receives classroom and on-the-job training in the inspection of the exteriors, interiors and adjacent grounds of vacant and occupied single family dwellings and in the inspection of exteriors and adjacent grounds of commercial properties in order to enforce Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in various city neighborhoods where such conditions as the seasonal extremes of weather, rodents, insects and deteriorating structures may be encountered. Work involves continual standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Housing Inspector in that it involves participation in a recognized apprenticeship program leading to the journey level class of Housing Inspector.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Receives classroom and on-the-job training in the inspection of the exteriors and interiors of vacant and occupied single family dwellings and exteriors of commercial properties and adjacent grounds for compliance with or violation of applicable Baltimore City Building Fire and Related Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building and fire.

Learns to record and report unsanitary conditions as weeds, rats, trash and debris and such housing code violations as defective doors, windows, porches, steps and peeling paint.

Learns how to investigate complaints of improper disposal of residential and non-residential trash.

Assists higher level housing inspectors in identifying exterior and interior building and adjacent grounds' conditions warranting appropriate referral to the attention of other City health, sanitation, fire prevention and public safety agencies.

Receives training on how to write and issue Violation Notices and Environmental Citations to property owners or tenants for specific housing, building, health, sanitation or fire prevention violations based on relevant Baltimore City Codes.

Recommends to higher level housing inspectors the issuance of Violation Notices and Environmental Citations to property owners or tenants in order to inform them of code violations and to provide them with pertinent requirement information necessary for code compliance.

Receives classroom and on-site training on how to investigate public complaints of exterior structural housing and related code violations; receives training on how to reinspect structures and properties to ensure that code violations have been corrected.

Learns to develop and maintain case history folders containing forms issued by an inspector, notes of conversations with property owners, tenants or neighbors, field reviews with the owner of the cited property and related documentation and information.

Receives training in testifying as an expert witness for the City in housing and related code violation cases.

Assists higher level housing inspectors in preparing housing and related inspection code reports and documents utilizing the computer, proprietary business software and other common business software packages.

Performs all the duties required to complete the authorized Maryland State Apprenticeship Program.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn the State requirements for the program.

Ability to read and write.

Ability to communicate effectively both orally and in writing.

Ability to follow both oral and written instructions.

Ability to successfully complete on-the-job training and classroom instruction requirements of the apprenticeship program.

Ability to learn and interpret Baltimore City housing, building, health, fire prevention and related interior and exterior codes concerning vacant and occupied single family dwellings and related commercial structures and their adjacent properties.

Ability to utilize the computer, proprietary business software and other common business software packages to prepare clear and concise reports and to maintain appropriate records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED certificate.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

This is a one-year apprenticeship program leading to the journey level class of Housing Inspector. Participants are under contract for that period of time.

ADOPTED: September 23, 1998

REVISED: August 26, 2002
June 14, 2007 (program & license changes)
March 25, 2013

HOUSING INSPECTOR

42132

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Housing Inspector inspects the exteriors, interiors and adjacent grounds of vacant and occupied one and two family dwellings and the exteriors and adjacent grounds of commercial establishments to enforce Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in various City neighborhoods where such conditions as the seasonal extremes of weather, dogs, rodents, insects and deteriorating structures may be encountered. The work involves continuous standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Housing Inspector Senior in that it involves inspecting the exteriors and interiors of vacant and occupied single-and multi-family dwelling units and houses and adjacent property.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects the exterior and interior of vacant and occupied single and two-family dwelling units and adjacent property and the exterior and adjacent property of commercial establishments, as defined by the Baltimore City Building Fire and Related Codes, for compliance with or violation of applicable Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building and fire.

Identifies responsible parties, records and reports unsanitary conditions such as trash, rats, high grass and weeds and such housing code violations as defective doors, windows, paint, porches and steps.

Identifies conditions warranting the attention of other City agencies and makes appropriate referrals.

Issues Violation Notices and Environmental Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building, environmental, sanitation, health or fire prevention violations based on the relevant City Codes.

Recommends the issuances of and issues notices to inform property owners and tenants of code violations and provides violators with information on code compliance.

Investigates complaints of improper disposal of residential and non-residential trash.

Investigates complaints of interior and exterior violations and reinspects to ensure compliance.

Maintains files of all Violation Notices and Environmental Citations issued and coordinates inspection schedule through an automated inspection system.

Develops case history folders containing forms issued by the inspector, notes of conversations, correspondence, field reviews with owner of property, and related information.

Prepares violation case records and materials for code enforcement case presentation and prosecution in Court by the Code Enforcement Legal Section; confers with Code Enforcement Legal Section attorneys, Assistant State's Attorneys or Assistant City Solicitors on case records and findings; testifies in court as an expert witness on case inspection findings.

Prepares and maintains inspection records and reports utilizing the computer, proprietary business software and other common business software packages

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn Baltimore City building, housing, health and related codes pertaining to the code requirements for unimproved lots and alleys and the interiors and exteriors of occupied and vacant houses and commercial establishments.

Ability to inspect property and determine code violations.

Ability to deal effectively with property owners, tenants and the general public.

Ability to utilize the computer, proprietary business software and other common business software packages to prepare clear and concise reports and to maintain appropriate records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Completion of two years at an accredited college or university.

Equivalencies – Graduation from an accredited high school or possession of a GED certificate and two years of experience in housing inspection work or completion of the one year Baltimore City Housing Inspector Apprenticeship Program.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain and maintain a Baltimore City driver's permit.

NOTE: **Incumbent MUST have own vehicle in order to fulfill the job functions for this position.** Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 15, 1966

REVISED: November 26, 1969
October 7, 1970
March 3, 1976
May 31, 1977
August 26, 1981
September 1, 1982 (title changed)
August 30, 1983 (title changed)
September 20, 1985
April 16, 1987
September 30, 1992
August 28, 2000
December 26, 2002 (title changed, mq changed)
March 15, 2004
December 13, 2004
June 14, 2007 (license changed)
March 25, 2013
November 4, 2013 (license changed)
November 1, 2016

Baltimore City Department of Human Resources

HOUSING INSPECTOR SENIOR

42133

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Housing Inspector Senior inspects the interior and exterior of vacant and occupied single, two-family, multiple family dwellings and other large buildings to enforce Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. Work of this class has no supervisory responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in various city neighborhoods where such conditions as the seasonal extremes of weather, rodents, insects and deteriorating structures may be encountered. The work involves continual standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Housing Inspector in that it may involve inspecting vacant and occupied large multiple family dwelling units, hotels, rooming houses, commercial establishments, and domiciliary care facilities and buildings and occasionally directing the work of housing inspection personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Inspects the interiors and exteriors of vacant and occupied single, two-family and large multiple family dwelling units, hotels, rooming houses, domiciliary care facilities and related structures as defined by the Baltimore City Building Fire and Related Codes, for compliance with or violation of applicable Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building and fire.

Issues Violation Notices and Environmental Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building, environmental, health or fire prevention violations based on relevant City of Baltimore Codes; recommends remedial actions to property owners, landlords or tenants on City Code violations.

May assign and review the work of housing inspection personnel.

Mediates differences among owners, tenants, inspectors and contractors and provides information and makes recommendations when necessary.

Conducts inspections for accuracy requirements of the applicable Baltimore City Codes and Ordinances for residential and commercial properties.

Investigates complaints of improper disposal of residential and non-residential trash.

Identifies conditions warranting the attention of other City agencies and makes appropriate referrals.

Maintains files of all Violation Notices and Environmental Citations issued and coordinates inspection schedule through an automated inspection system.

With others, conducts training sessions for inspectors.

Develops case history folders containing forms issued by the inspector, notes of conversations, correspondence, field reviews with owner of property, and related information.

Prepares and maintains inspection records and reports utilizing the computer, proprietary business software and other common business software packages.

Prepares violation case records and materials for code enforcement case presentation and prosecution in Court by the Code Enforcement Legal Section; confers with Code Enforcement Legal Section attorneys, Assistant State's Attorneys or Assistant City Solicitors on case records and findings; testifies in court as an expert witness on case inspection findings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the residential maintenance, sanitation and occupancy requirements specified in the Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related Codes as they apply to multiple family dwellings, hotels and domiciliary care facilities.

Skill in inspecting property and determining code violations.

Ability to deal effectively with property owners, property managers, tenants and the general public.

Ability to utilize the computer, proprietary business software and other common business software packages to prepare clear and concise reports and to maintain appropriate records.

Ability to assign and review the work of housing inspection personnel.

Ability to use voltage meter, digital camera and other related test equipment and devices.

Ability to train personnel in housing inspection techniques.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Completion of two years at an accredited college or university and two years of experience in housing inspection work.

Equivalencies – Graduation from an accredited high school or possession of a GED certificate and four years of experience in housing inspection work or completion of the one year Baltimore City Housing Inspector Apprenticeship Program and two years of experience in housing inspector work.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management and eligibility to obtain and maintain a Baltimore City driver's permit is required.

Certification as a Property Maintenance and Housing Inspector by the International Code Council (ICC) is required.. Revocation or failure to maintain the Certification as a Property Maintenance and Housing Inspector are grounds for dismissal.

NOTE: **Incumbent MUST have own vehicle in order to fulfill the job functions of this position.** Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 7, 1971

REVISED: September 15, 1971
August 26, 1981
September 1, 1982 (title change)
September 20, 1985
April 16, 1987
September 30, 1992
May 17, 2000 (license changed)
August 26, 2002
December 26, 2002
March 15, 2004
December 13, 2004
June 14, 2007 (license changed)
March 25, 2013
August 9, 2015 (Vehicle requirement)
November 1, 2016

Baltimore City Department of Human Resources

ASSISTANT SUPERINTENDENT OF HOUSING INSPECTIONS

42134

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

An Assistant Superintendent of Housing Inspections plans and schedules the daily housing inspection activities in the enforcement of the Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. The work of this class involves supervising housing inspection personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed primarily in an office setting where normal working conditions and some fieldwork are encountered. Work requires minimal physical exertion with occasional periods of prolonged sitting or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work in this class is distinguished from that of the class of Superintendent of Housing Inspections in that it is a first-line supervisor of housing inspection personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples, depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and schedules the daily housing inspection activities of assigned housing inspection units in the City of Baltimore; coordinates the implementation of new housing inspection and related inspectional policies and procedures.

Disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate housing inspection personnel in assigned housing inspection units.

Assigns and supervises the work of subordinate housing inspection staff in the inspection of dwelling units and building to ensure compliance with city codes; monitors and adjusts assignments to ensure efficient utilization of staff.

Issues Violation Notices and Environmental Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building, environmental, health or fire prevention violations based on the relevant City Codes; recommends remedial actions to property owners, land

lords or tenants on relevant City Code violations.

Identifies conditions warranting the attention of other City agencies and makes appropriate referrals.

Meets with community groups and individuals concerning inspection programs and problems and complaints; facilitates inter-agency coordination of workflow between the Departments of Public Works, Health, Transportation, Planning, City Council and the Mayor's Office of Neighborhoods.

Advises subordinate staff on unusual and difficult inspection problems; apprises superiors on unit problems and workflow.

Participates in technical and motivational training programs for staff.

Prepares and oversees the preparation of violation case records and materials for code enforcement case presentation and prosecution in Court by the Code Enforcement Legal Section; confers with Code Enforcement Legal Section attorneys, Assistant State's Attorneys or Assistant City Solicitors on case records and findings; testifies in court as an expert witness on case inspection findings.

Analyzes workflow, performance and backlogs; interprets housing codes and agency policies and goals for staff.

Oversees the maintenance of files of all Violation Notices, Environmental and Civil Citations issued and coordinates inspection schedules through an automated inspection system.

Oversees and coordinates the development of case history folders containing forms issued by the inspector, notes of conversations, correspondence, field reviews with owner of property, and related information.

Directs the maintenance of records and preparation of reports; utilizes the computer, proprietary business software and other common software packages to analyze or present housing inspection activities and reports.

Prepares and presents complex reports and briefings on all housing inspection matters to senior divisional and agency managers.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the purpose and the residential maintenance and occupancy requirements of the Baltimore City Building Fire and Related Codes and Ordinances including but not limited to health, zoning, sanitation, building and fire.

Knowledge of the relationship of housing inspection work to building inspection work.

Skill in inspecting property and determining code violations.

Skill in interpreting and explaining Baltimore City Building Fire and Related Codes and Ordinances, policies and procedures.

Ability to plan, schedule and coordinate the work activities of a housing inspection unit.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working liaisons with community groups, property owners, tenants, subordinates and public officials.

Ability to utilize the computer and common business software packages to prepare, analyze or present reports

Ability to formulate and implement technical and motivational training programs.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in performing housing inspection work involving exterior and interior housing inspection work of large multiple family dwellings, hotels, rooming houses, commercial establishments and domiciliary care facilities and buildings.

Equivalencies - One year of experience in housing inspection work may be substituted for each year of the college or university requirement or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

Certification as a Property Maintenance and Housing Inspector by the International Code Council (ICC) is required within one year of hiring. Failure to obtain or revocation of the Certification as a Property Maintenance and Housing Inspector are grounds for dismissal.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 27, 2004

REVISED: June 14, 2007 (license changed)
March 25, 2013
February 24, 2014 (license changed)

Baltimore City Department of Human Resources

GENERAL SUPERINTENDENT OF HOUSING INSPECTION

42136

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A General Superintendent of Housing Inspection oversees the enforcement of Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. The work of this class involves directing the activities of subordinate housing inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed mostly in an office setting where normal working conditions are encountered. The work requires minimal physical exertion with occasional periods of prolonged sitting or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Superintendent of Housing Inspection in that it involves coordinating housing inspectional activities, programs and policies in all nine housing inspection districts of the City of Baltimore.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Oversees and coordinates the activities and operations of the City housing inspection program in all nine housing inspection districts of the City of Baltimore.

Interprets professional and technical policies and procedures for the inspectional field forces.

Coordinates the efforts of field staff to ensure adherence to inspectional standards.

May issue Violation Notices and Environmental Citations to property owners or tenants for specific housing, building, health, zoning or fire prevention violations based on the relevant City Codes; may recommend remedial actions to property owners, landlords or tenants on relevant City Code violations.

May identify conditions warranting the attention of other City agencies and makes appropriate referrals.

Develops and establishes reporting procedures to ensure adequate inspection controls and periodic progress reports.

Directs the preparation of violation case records and materials for code enforcement case presentation and prosecution in Court by the Code Enforcement Legal Section; may confer with Code Enforcement Legal Section attorneys, Assistant State's Attorneys or Assistant City Solicitors on case records and findings; may testify in court as an expert witness on case inspection findings.

Directs the development of technical and motivational in-service training programs.

Recommends changes and amendments to the Baltimore City Housing Code.

Advises the Assistant Commissioner for Inspections on the operational capability of field inspectional staff and the operations and activities of the housing inspection program; utilizes the computer, proprietary software and other common business software packages to analyze or present housing inspection activities, strategies, long-range plans, policies and reports; prepares and presents complex reports and briefings on all housing inspection matters and related Code matters to divisional and agency senior managers .

Coordinates inspection activities with related programs in other City agencies.

Appears before neighborhood groups, civic organizations and City, State and Federal officials to explain housing inspection policies, programs, operations and problems.

Prepares detailed housing inspection program reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes and the residential maintenance and occupancy requirements of related City Codes.

Knowledge of the construction and inspection of housing.

Knowledge of administrative and strategic planning methodology, policies, practices and processes.

Knowledge of the objectives of the housing inspection program.

Knowledge of the policies and procedures of the Baltimore City housing inspection program.

Skill in managing and coordinating multiple priorities effectively.

Skill in inspecting property and determining code violations.

Skill in interpreting and explaining the Baltimore City Building Fire and Related Codes, policies and procedures.

Skill in researching, analyzing, formulating and implementing strategic plans and comprehensive long-term goals for a large urban housing inspection program.

Skill in coordinating and implementing City-wide housing inspection policies, procedures and programs.

Skill in dealing effectively with investment owners, owner-occupants, tenants, civic groups and the general public.

Ability to utilize the computer, proprietary software and other business software packages to prepare, analyze and present complex reports, statistics, policies, trends, goals and strategic plans.

Ability to communicate effectively, both orally and in writing.

Ability to oversee the development of housing inspection technical and motivational training programs.

Ability to prepare complex narrative and statistical reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in performing complex housing inspection work involving exteriors and interiors of multiple family dwellings, hotels, commercial establishments and domiciliary care facilities, or in community or economic development, community revitalization, housing or building construction, property management, or construction project management, including three years of such supervisory experience as disciplining, evaluating the performance of, and recommending the hiring, firing and promoting of subordinate staff.

Equivalencies - One year of experience in housing inspection work may be substituted for each year of the college or university requirement. Non-supervisory experience or education may not be substituted for the supervisory experience requirement.

IV. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Certification as a Property Maintenance and Housing Inspector by the International Code Council (ICC)

is required within one year of hiring. Failure to obtain or revocation of the Certification as a Property Maintenance and Housing Inspector are grounds for dismissal.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 14, 1971

REVISED: October 30, 1974
August 26, 1981
August 30, 1983 (title changed)
September 20, 1985
April 16, 1987
July 12, 1993
July 30, 1999 (license changed)
October 14, 1999
June 14, 2007 (license changed)
March 25, 2013

Baltimore City Department of Human Resources

SUPERINTENDENT OF MECHANICAL INSPECTION

42155

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Superintendent of Mechanical Inspection is responsible for the mechanical code enforcement program of Baltimore City. Work of this class involves directing activities of mechanical inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class are on 24-hour call for such emergencies as gasoline tank leaks and oil spills. Work is performed primarily in an office setting, although it includes field inspection visits. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Housing and Community Development, plans and coordinates the inspection of the installation and alteration of plumbing and mechanical equipment for compliance with applicable City mechanical and plumbing codes, National Fuel Gas Code and related codes, directives and regulations and permit requirements.

Directs the mechanical inspection activities of the Division of Construction and Building Inspection of the Department of Housing and Community Development; disciplines, evaluates the performance of and recommends the promoting, hiring and firing of inspection staff; assigns work on a daily basis; reviews work in the field for quality and accuracy.

Trains mechanical inspectors in the methods and procedures of inspecting mechanical work, interpreting mechanical codes and securing mechanical building permits; conducts training classes for housing inspectors and Health Department personnel.

Resolves problems related to the interpretation and application of existing mechanical codes; interprets and explains the mechanical code to mechanics, contractors, property owners, tenants and others.

Resolves complaints and complex problems relating to public safety from the Plumbing Board, Fire, Health and Housing Departments, the public and other agencies.

Supervises the maintenance of records and the preparation of reports; reviews daily work reports; maintains records and writes reports.

Reviews prevailing Maryland Codes to keep abreast of current developments in mechanical and plumbing equipment and new products on the market.

Supervises the preparation and testing of material for Master and Journeyman Gas Fitter examinations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the installation and operation of mechanical equipment.

Knowledge of City Mechanical Codes and Plumbing Code, National Fuel Gas Code, and related codes, directives and regulations.

Knowledge of good safety practices in the inspection of mechanical equipment.

Ability to supervise.

Ability to read and interpret plans and drawings.

Ability to communicate effectively with contractors, construction personnel, property owners and the general public.

Ability to write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years experience inspecting the installation, alteration and repair of mechanical equipment for compliance with the City and national mechanical, plumbing and related codes, including one year of supervisory responsibilities such as disciplining, evaluating the performance of, and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 28, 1961

REVISED: December 15, 1966
August 30, 1983 (title changed)
April 16, 1987
January 10, 2001 (license changed)

Baltimore City Department of Human Resources

SUPERINTENDENT OF MECHANICAL AND ELECTRICAL INSPECTION

42156

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Superintendent of Mechanical and Electrical Inspection is responsible for the mechanical and electrical code enforcement program of Baltimore City. Work of this class involves directing activities of mechanical and electrical inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class are on 24-hour call for such emergencies as floods and blackouts, gasoline tank leaks and oil spills and may occasionally perform evening and weekend work. Work is performed primarily in an office setting, although it includes field inspection visits. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs the mechanical and electrical inspection activities of the Division of Construction and Demolition; Plans and coordinates the inspection of the installation and alteration of plumbing, electrical, and mechanical equipment for compliance with applicable City codes, National Fuel Gas Code and related codes, directives, regulations and permit regulations.

Trains mechanical and electrical inspectors in the methods and procedures for inspecting mechanical and electrical work, interpreting mechanical and electrical codes and securing mechanical and electrical building permits; conducts training classes for housing inspections and Health Department personnel.

Evaluates the performance of and recommends the promoting, hiring, and firing of inspection staff; assigns work on a daily basis and reviews work in the field for quality and accuracy.

Interprets and explains the mechanical and electrical code to electricians, contractors, property owners, tenants and others; provides guidance to ensure compliancy with predetermined codes and regulations.

Resolves complaints and complex problems relating to public safety from the Plumbing and Electrical Board, Fire, Health and Housing Departments, Liquor Board, the public and other City agencies.

Prepares reports on the daily operations of the division to track productivity; makes recommendations to the Assistant and Deputy Commissioner to improve efficiency of the unit; supervises the maintenance of records and the preparation of reports; reviews daily work reports; maintains records and writes reports.

Reviews prevailing Maryland Codes to keep abreast of the most recent developments and new products on the market.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of electrical wiring methods and electrical equipment.

Knowledge of the installation and operation of mechanical equipment

Knowledge of City Mechanical, Plumbing and Electrical Codes, National Electrical Code, National Fuel Gas Code and related codes, directive and regulations.

Knowledge of International Building, Mechanical, Plumbing and Residential Codes

Knowledge of safety practices in the inspection of mechanical and electrical equipment.

Ability to read and interpret plans and drawings.

Ability to communicate effectively, orally and verbally, with employees, contractors, construction personnel, property owners and the general public

Ability to write reports.

Ability to supervise

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a G.E.D. certificate and five years of experience in mechanical and electrical construction inspections, including one year of supervisory responsibilities such as disciplining, evaluating the performance of, and recommending the hiring, firing, and promotion of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A Master Plumbing OR Master Electrician OR International Code Council combination inspector certificate is required.

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit. **Incumbent MUST have own vehicle in order to fulfill the job functions for this position.**

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: November 23, 2016

Baltimore City Department of Human Resources

SUPERINTENDENT OF HOUSING INSPECTIONS

42165

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

A Superintendent of Housing Inspections directs and coordinates the strategic planning, programs, activities and inter-district projects of a housing inspection district engaged in the enforcement of the Baltimore City Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes. The work of this class involves directing the activities of subordinate housing inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed in an office setting where normal working conditions and some field work is encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work in this class is distinguished from that of the class of Assistant Superintendent of Housing Inspections in that it involves directing and coordinating the housing inspection policies, planning and activities of a housing inspection district in Baltimore City.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples, depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates the housing inspection activities and operations of Baltimore City's housing inspection districts comprised of several housing inspection units; develops and implements strategic plans and goals and performance standards and ensures that these are met.

Disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate housing inspection unit supervisors.

Oversees, coordinates and directs the work of housing inspection units in the inspection of single, multiple and commercial dwelling units and buildings to ensure compliance with related City codes; advises subordinate supervisors and staff on unusual and difficult inspection problems involving multiple family dwelling units, hotels, rooming houses, domiciliary care facilities and other related large, multipurpose structures.

Recommends, implements and oversees special initiatives to investigate and resolve specific, localized or City-wide housing inspection and related Code problems, work backlog or citizen complaints; coordinates implementation of special initiatives with other City agencies.

Reviews, analyzes and recommends changes to housing code policies, strategies, goals and procedures.

Meets with community groups, individuals, agency staff and City officials concerning inspection programs, special initiatives, complicated problems and complaints.

Develops specific and comprehensive technical and motivational training programs for subordinate supervisors and their staff.

May issue Violation Notices and Environmental Citations utilizing a computerized system to property owners, landlords or tenants for specific housing, building, environmental, health or fire prevention violations based on the relevant City Codes; may recommend remedial actions to property owners, landlords or tenants on relevant City Code violations.

May identify conditions warranting the attention of other City agencies and makes appropriate referrals.

Directs and oversees the preparation of violation case records and materials for code enforcement case presentation and prosecution in Court by the Code Enforcement Legal Section; confers with Code Enforcement Legal Section attorneys, Assistant State's Attorneys or Assistant City Solicitors; may testify in court as an expert witness on case inspection findings.

Directs the maintenance of files of all Violation Notices and Environmental Citations issued and the coordination of inspection schedule through an automated inspection system.

Directs the maintenance of records and preparation of reports; utilizes the computer, proprietary business software and other software packages to analyze or present housing inspection activities, strategies, long-range plans, policies and reports; prepares and presents complex reports and briefings on all housing inspection matters and related Code matters to senior divisional and agency management.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the purpose and requirements of the Baltimore City Building Fire and Related Codes and Ordinances including but not limited to health, housing, zoning, sanitation, building, fire and related codes and the residential maintenance and occupancy requirements of related City Codes.

Knowledge of administrative and strategic planning methodology, policies, practices and processes.

Skill in coordinating and implementing housing inspection policies, procedures and programs of several housing inspection units.

Skill in inspecting property and determining code violations.

Skill in interpreting and explaining the Baltimore City Building Fire and Related Codes, policies and procedures.

Ability to formulate and revise comprehensive housing inspection and related policies based on program and community needs, strategic plans and housing trends.

Ability to manage and coordinate multiple priorities effectively.

Ability to research, analyze, formulate and implement strategic plans and comprehensive long-term goals for a large urban housing inspection program.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with community groups, property owners, tenants, subordinate supervisors, senior City officials and community officials.

Ability to utilize the computer, proprietary software and other software packages to prepare, analyze and present complex reports, statistics, policies, trends, goals and strategic plans.

Ability to formulate and implement technical and motivational training programs.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in performing complex housing inspection work involving exteriors and interiors of multiple family dwellings, hotels, commercial establishments and domiciliary care facilities, or in community or economic development, community revitalization, housing or building construction, property management, or construction project management, including two years of such supervisory experience as disciplining, evaluating the performance of, and recommending the hiring, firing and promoting of subordinate staff.

Equivalencies - One year of experience in housing inspection work may be substituted for each year of the college or university requirement. Non-supervisory experience or education may not be substituted for the supervisory experience requirement.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

Certification as a Property Maintenance and Housing Inspector by the International Code Council (ICC) is required within one year of hiring. Failure to obtain or revocation of the Certification as a Property Maintenance and Housing Inspector are grounds for dismissal.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 27, 2004

REVISED: April 13, 2005
June 14, 2007 (license change)
March 25, 2013
February 24, 2014 (license changed)
July 26, 2019 (MQ change)

Baltimore City Department of Human Resources

ASSISTANT CHIEF, DIVISION OF HOUSING INSPECTIONS

42167

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Building Inspection Group

I. CLASS DEFINITION

An Assistant Chief, Division of Housing Inspections, plans and coordinates the operations of Baltimore City's comprehensive housing inspection program engaged in the enforcement of the Baltimore City Housing Code. The work of this class involves directing the activities of subordinate housing inspection work districts.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek and are on 24-hour callback duty. Work is performed primarily in an office where normal working conditions are encountered. The work requires minimal physical exertion with occasional periods of prolonged sitting or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assists the Division Chief in planning, coordinating and overseeing the operations of Baltimore City's comprehensive housing inspection program, its housing inspection districts and central office.

Interprets professional and technical policies, procedures, legislation and trends for housing inspection superintendents and field staff, city agencies and senior city officials.

Researches and evaluates, develops, revises and implements long-term housing program goals and strategic plans; reviews and evaluates recommendations submitted by subordinate supervisors.

Directs the coordination of code enforcement inspection work efforts with other city agencies to ensure adherence to housing code inspection standards, regulations, special initiatives and city and agency goals.

Disciplines, evaluates the performance of and recommends the firing, firing and promoting of subordinate housing inspection district supervisors.

Develops and oversees special initiatives and sensitive intra-agency projects with the Zoning Board and the Criminal Investigation Division of the Baltimore Police Department to reduce crime in the City.

Oversees the participation of the housing inspection program and staff in the TEVO (Targeted Enforcement for Visible Outcomes) Program, the Rent Court Program and the Lien Review process to reduce substandard housing in the City.

Oversees housing inspection program activities associated with the District Court of Maryland, including rent escrow proceedings, in order to assist in prosecuting code violation cases; attends Rent Court and Housing Court to testify as an expert witness on housing inspection matters in cases being prosecuted.

Advises Division Chief on all regulatory, legislative, procedural and legal matters concerning housing inspections and code enforcement in the City of Baltimore.

Develops and establishes reporting procedures to ensure adequate inspection controls and periodic progress reports.

Recommends changes and amendments to the housing code to superiors based on analysis of existing conditions, changing demographic trends, new building materials and techniques and revised long-range plans, strategies and goals.

Appears before neighborhood groups, civic organizations and city, state and federal officials to give advice on housing inspection policies and programs; addresses and resolves complex or sensitive issues presented at these meetings.

Reviews and approves in-service training programs for housing inspection staff.

Oversees the maintenance of records and preparation of reports; utilizes the computer and common business software packages to analyze or present housing inspection activities, strategies, long-range plans, trend projections, policies and reports; prepares and presents complex reports and briefings on all housing inspection matters to senior management.

Prepares detailed housing inspection program reports, statistics, strategic planning goals and trend projections for to agency and city officials.

Performs related work as required.

IV. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the purpose and requirements of the City Housing Code and the residential maintenance and occupancy requirements of related city codes.

Knowledge of the construction and inspection of all types of housing, including single-family dwellings, multifamily dwellings, hotels, commercial establishments and domiciliary care facilities.

Knowledge of administrative and management policies, practices and processes.

Knowledge of strategic planning methodology and procedures.

Knowledge of the long-term goals, code enforcement strategies, objectives, policies and procedures of the Baltimore City housing inspection program.

Skill in coordinating and implementing strategies, plans and goals of a large urban code enforcement program.

Skill in developing strategic plans utilizing strategic planning methodology and procedures.

Skill in formulating and revising comprehensive housing inspection policies based on program and community needs, strategic plans and housing trends.

Skill in communicating effectively, both orally and in writing.

Skill in establishing and maintaining effective working relationships with community groups, property owners, landlords, tenants, subordinate supervisors, senior city officials and community officials.

Skill in utilizing the computer and common business software packages to prepare, analyze and present complex reports, statistics, policies, trends, goals and strategic plans.

Ability to analyze and interpret legislation, ordinances and regulations pertaining to housing and related codes.

Ability to analyze data in order to develop and determine trends.

Ability to enforce the provisions of the Baltimore City Housing Code.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in managing the work of a housing inspection district involved in the exterior and interior housing inspection work of large multiple family dwellings, hotels, commercial establishments and domiciliary care facilities including three years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of subordinate housing inspection supervisors.

Equivalencies - One year of experience in housing inspection work may be substituted for each year of the college or university requirement. Non-supervisory experience or education may not be substituted for the supervisory experience requirement.

IV. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 27, 2004

Baltimore City Department of Human Resources

PUBLIC WORKS INSPECTOR II

42212

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Public Works Inspector II ensures that contractors comply with specifications, standards and codes for public construction projects by performing on-site inspections on highway, street, bridge, water and waste water systems facilities or other complex construction projects. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are exposed to construction sites, inclement weather, dust, noise and traffic. Work requires minimal physical exertion; however, there may be periods of prolonged standing or walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Works Inspector III in that it involves no lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects the work of contractors on highway, street, bridge, water and waste water systems facilities or other complex construction projects to ensure compliance with specifications, standards and codes.

Completes reports on the number of employees on a job site, amount of work performed, materials used, weather conditions, accidents on the job site and equipment used.

Performs routine field tests on materials used such as slump test, air content test and dye test and records results.

Takes samples of construction materials used and forwards samples to laboratory.

May inspect excavation and fill operations, the placement of forms for concrete mixing and pouring and asphalt paving.

Draws diagrams and sketches of inspection sites including the location of utilities and obstructions.

Maintains a daily inspection log.

Trains new employees.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods and procedures.

Knowledge of concrete mixing and pouring.

Knowledge of City construction codes and specifications.

Ability to inspect construction projects to ensure compliance with construction specifications, standards and codes.

Ability to complete routine forms and reports and maintain a daily inspection log.

Ability to perform routine field tests on construction materials.

Ability to establish and maintain effective relationships with others.

Ability to communicate effectively.

Ability to train new employees.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in performing construction inspection work in one of the following areas: highways, streets, bridges or water and sewer system facilities.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
August 3, 1993
December 16, 1998 (license changed)

Baltimore City Department of Human Resources

PUBLIC WORKS INSPECTOR III

42213

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Public Works Inspector III assigns, reviews and gives work direction to subordinate inspectors engaged in the inspection of highway, street, bridge, water and waste water systems facilities or other construction projects. The work of this class involves no supervisory duties.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are exposed to construction sites, inclement weather, dust, noise and traffic. Work requires minimal physical exertion; however, there may be periods of prolonged standing or walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Works Inspector II in that it involves lead work or acting as resident inspector on complex construction projects.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews and gives work direction to subordinate inspectors on construction projects.

Inspects the work of contractors on highway, street, bridge, water and waste water systems facilities or other construction projects to insure compliance with specification, standards and codes.

Acts as resident inspector on complex construction projects.

Meets with contractors, City officials and others to resolve problems in the field.

Investigates complaints from the general public concerning construction projects.

With others, approves deviations from specifications.

Completes reports and maintains a daily inspection log.

Insures that new employees are properly trained.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods and materials.

Knowledge of City construction specifications and codes.

Ability to inspect highways, streets, bridges or water and waste water system facilities for damage or deterioration.

Ability to inspect the work of contractors to insure compliance with City construction specifications, standards and codes.

Ability to complete forms and reports and to maintain a daily log.

Ability to establish and maintain effective relationships with others.

Ability to communicate effectively.

Ability to assign and review the work of subordinate inspectors.

Ability to train new employees.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in performing construction inspection work in one of the following areas: highways, streets, bridges or water and sewer systems facilities.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
March 24, 1993
September 24, 1997 (license changed)

Baltimore City Department of Human Resources

CONSTRUCTION PROJECT SUPERVISOR I

42221

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Project Supervisor I oversees the scheduling and inspection of one or more major construction projects and expedites the completion of contracted construction. Work of this class involves supervising inspection personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and at construction sites where there is occasional exposure to noise, hazardous equipment and extremes of weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Project Supervisor II in that it involves providing field supervision to the inspection staff and overseeing the implementation of one or more construction projects.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Consults with technical staff, consultants, contractors and other City agencies to expedite the completion of contracted construction for buildings, highways, bridges or mechanical, electrical or utility systems.

Supervises the field inspection of projects including assigning and reviewing the work, training, evaluating work performance, disciplining, and providing technical guidance.

Reviews and evaluates construction schedules and recommends adjustments to problems arising during construction.

Analyzes potential delays and claims, recommending appropriate action.

Schedules and conducts pre-construction and progress meetings.

Recommends solutions to problems arising during construction.

Utilizes the computer and business software packages to prepare correspondence relating to projects, manage project workflow and maintain project and vehicle use records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods, scheduling and materials.

Knowledge of inspection methods.

Ability to interpret construction plans and specifications.

Ability to deal effectively with contractors, engineers, architects and representatives of utility companies and government agencies.

Ability to interpret and explain City contract procedures.

Supervisory ability.

Ability to utilize the computer and business software packages to maintain records, manage workflow and prepare technical correspondence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in construction inspection, construction supervision, construction engineering or weatherization, energy conservation work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

NOTE: Positions in the Department of Housing & Community Development Weatherization Assistance Program require three years of experience in weatherization, energy conservation, or related work in place of three years of experience in construction inspection, construction supervision, or construction engineering.

ADOPTED: January 26, 1972

REVISED: March 19, 1975
March 23, 1991
July 17, 1981
December 8, 1981
October 20, 1983
December 15, 1982 (title changed)
December 1, 1994
July 11, 1996 (license changed)
March 29, 2004
March 1, 2011
March 18, 2022

Baltimore City Department of Human Resources

CONSTRUCTION PROJECT SUPERVISOR II

42222

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Project Supervisor II oversees and coordinates the implementation of all construction contracts assigned to a section. Work of this class involves directing inspection work units.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional work week. Work is performed primarily in an office where there are few uncomfortable working conditions; however, there is occasional exposure to noise, hazardous equipment and extremes of weather when at construction sites. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Project Supervisor I in that it involves overseeing the implementation of all construction contracts assigned to a section.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Oversees the implementation of contracts for building, highway, bridge or mechanical, electrical or utility system construction.

Directs, reviews and approves the inspection of assigned construction contracts.

Coordinates the implementation of awarded contracts with contractors, engineers, architects, utility companies and City, State or Federal agencies involved in a project.

Reviews plans and specifications to ensure the utilization of efficient and economical procedures.

Authorizes change orders and extra work orders.

Resolves problems that arise during construction.

Analyzes and investigates claims against the City submitted by contractors in conjunction with other City departments.

Utilizes the computer and business software packages to compose technical correspondence; approves technical correspondence prepared by subordinates; ensures continuous training and skill development of subordinates in the use of computer applications to manage project workflow.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods, scheduling and materials.

Knowledge of construction contract administration.

Ability to interpret construction plans and specifications.

Ability to deal effectively with contractors, engineers, architects and representatives of utility companies and government agencies.

Ability to interpret and explain City contract procedures.

Supervisory ability.

Ability to utilize the computer and business software packages to analyze workflow reports and to prepare technical correspondence.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in construction inspection, construction supervision or construction engineering including two years of such supervisory responsibilities as disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: August 13, 1975

REVISED: July 27, 1981
August 27, 1981
December 24, 1981
December 15, 1982 (title changed)
October 20, 1983
December 1, 1994
September 3, 1996 (license changed)
March 29, 2004
March 1, 2011

Baltimore City Department of Human Resources

INSPECTION ASSOCIATE I

42231

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

An Inspection Associate I enforces City ordinances concerning the paving, repaving and repairing of alleys, footways and curbs by performing onsite inspections. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are regularly exposed to inclement weather, construction sites and traffic. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Works Inspection Associate II in that it does not involve lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Public Works, inspects alleys, footways and curbs for damage and deterioration.

Issues notices to property owners concerning the repair or reconstruction of alleys, footways and curbs; meets with property owners to discuss repair notices and reinspects location after work has been completed.

Inspects the work of contractors to ensure compliance with City construction specifications, standards and codes.

Reviews plans for utility construction projects for impact on alleys or footways.

Draws sketches and diagrams of inspected sites including the location of utilities and obstructions.

Inspects the placement of forms for concrete and concrete mixing and pouring.

Maintains a daily log of inspection work.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods and procedures.

Knowledge of concrete mixing and pouring.

Knowledge of City construction specifications, codes and standards.

Ability to inspect alleys, footways and curbs for damage and deterioration.

Ability to complete simple forms and reports.

Ability to communicate effectively.

Ability to establish and maintain effective relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience in the inspection of alleys, footways and curbs.

Equivalencies - Six months of additional experience in the inspection of alleys, footways and curbs may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: June 16, 1995 (title changed)
November 15, 1999 (license changed)
May 30, 2007 (title changed)

Baltimore City Department of Human Resources

INSPECTION ASSOCIATE II

42232

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction and Inspection Group

I. CLASS DEFINITION

An Inspection Associate II assigns, reviews and gives work direction to subordinate inspectors engaged in performing site inspections of alleys, footways and curbs to enforce City ordinances. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are regularly exposed to inclement weather, construction sites and traffic. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Works Inspection Associate I in that it involves lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Assigns, reviews and gives work direction to subordinate inspectors for inspection assignments.

Inspects alleys, footways and curbs for damage and deterioration.

Issues notices to property owners concerning the repair or reconstruction of alleys, footways and curbs; meets with property owners to discuss repair notices and reinspects location after work has been completed.

Inspects the work of contractors to ensure compliance with City construction specifications, standards and codes.

Reviews plans for utility construction projects for impact on alleys or footways.

Draws sketches and diagrams of inspected sites including the location of utilities and obstructions.

Inspects the placement of forms for concrete and concrete mixing and pouring.

Maintains daily log of inspection work.

Participates in evaluating the performance of subordinates.

Ensures that new employees are properly trained.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods and procedures.

Knowledge of concrete mixing and pouring.

Knowledge of City construction specifications, codes and standards.

Ability to inspect alleys, footways and curbs for damage and deterioration.

Ability to inspect the work of contractors for compliance with construction specifications, standards and codes.

Ability to assign and review the work of others.

Ability to complete forms and reports.

Ability to communicate effectively.

Ability to establish and maintain effective relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in the inspection of alleys, footways and curbs.

Equivalencies - Six months of additional experience in the inspection of alleys, footways and curbs may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver’s license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: June 16, 1995 (title changed)
October 2, 2000 (license changed)
May 30, 2007 (title changed)

Baltimore City Department of Human Resources

INSPECTION ASSOCIATE SUPERVISOR

42235

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

An Inspection Associate Supervisor assigns, schedules and supervises the work of subordinate inspectors engaged in the enforcement of City ordinances concerning the paving, repaving and repairing of alleys, footways and curbs. Work of this class involves supervising inspection personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are exposed to construction sites, traffic and inclement weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, schedules, coordinates and supervises the work of subordinate inspectors engaged in the inspection of alleys, footways and curbs, and construction sites using explosives.

Inspects the work of contractors to ensure compliance with City specifications, codes and regulations and makes recommendations to avoid delays in construction projects.

With others, approves changes in design and quantities for construction projects.

Reviews plans for proposed storm water, waste water, water and conduit projects that are located under alleys or footways.

Conducts appointment and review hearings for property owners concerning the cost of repair or replacement of alleys, curbs or footways.

Testifies in court on the City's behalf concerning condition of alleys, curbs or footways and attests that repair notices had been sent to property owner.

Coordinates and participates in community inspection tours.

Represents the department at community organizations and neighborhood group meetings.

Maintains records and writes reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction methods and materials.

Knowledge of City construction specifications, standards, codes and regulations.

Knowledge of safety precautions and OSHA and MOSHA rules and regulations.

Ability to review plans and specifications.

Ability to conduct apportionment and review hearings.

Ability to communicate effectively.

Ability to establish and maintain effective work relationships with others.

Ability to maintain records and write reports.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in the inspection of alleys, footways and curbs.

Equivalencies - Six months of additional experience in the inspection of alleys, footways and curbs may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, l983

REVISED: June 16, 1995 (title changed)
May 14, 1997 (license changed)
May 30, 2007 (title changed)

Baltimore City Department of Human Resources

MATERIALS INSPECTOR I

42241

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Materials Inspector I verifies the quality of construction materials and ensures compliance with contract specifications by observing the production of materials and performing laboratory tests. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in asphalt or cement plants or in a laboratory where there is frequent exposure to dust, heat, irritant chemicals and noxious fumes. Work may require the employee to lift samples of construction materials or equipment.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of a Materials Inspector II in that it performs a full range of materials inspection duties, but has no lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects the production of asphalt or concrete for compliance with City and State contracts and specifications.

Takes samples and performs a variety of tests for moisture content, specific gravity and gradations at asphalt and concrete plants to ensure that products meet approved tolerances.

Performs a variety of tests on asphalt and concrete in the laboratory such as extraction of asphalt, viscosities, penetration, ductability, absorption and compression tests verifying product compliance with contract specifications.

Performs laboratory tests on such construction materials as roofing felt, brick, and waterproofing products to ensure compliance with contract specifications.

Upon request by departments, appraises the quality or suitability of other materials such as light bulbs, motor oils, etc. for City use by means of controlled laboratory trials.

Performs mathematical calculations; determines ratios, percentages, and fractions, and logs results.

Prepares graphs and charts comparing test results.

Maintains records and completes reports on plant production and test results.

Performs preventive maintenance and makes minor repairs to equipment.

May drive to construction site to take soil samples and concrete core sections for testing in laboratory.

May assist in the training of newly appointed inspectors.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of arithmetic, percentages and ratios.

Knowledge of basic laboratory procedures.

Ability to read gauges and scales accurately.

Ability to read and interpret codes and specifications.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in materials inspection and testing work.

Equivalencies - Six months of additional experience in materials inspection and testing work may be substituted for each year of the high school requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Some positions may require a valid Maryland Class B Commercial driver's license.

ADOPTED: December 14, 1983

REVISED: September 3, 1996 (license changed)

ENVIRONMENTAL INSPECTOR

42251

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

An Environmental Inspector inspects construction sites to ensure compliance with approved plans for erosion and sediment control. The work of this class involves no supervisory duties or responsibilities.

Work is performed with moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend hours may be required. Work is performed outdoors where incumbents are regularly exposed to construction sites, inclement weather, dust and noise. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects construction sites, including commercial, industrial, residential and City projects, to ensure compliance with approved erosion and sediment control plans.

Verifies property location and deed certifications.

Issues violation notices and stop work orders for failure to comply with Baltimore City Sediment Control ordinances.

Confers with contractors, builders and property owners for pre-construction meetings, erosion and sediment control plans; violation notices, stop work orders and to provide routine information.

Maintains inspection logs and other records and reports.

Prepares preliminary research for court actions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of general construction procedures and methods.

Knowledge of City inspection codes and procedures.

Ability to read and interpret erosion and sediment control plans.

Ability to inspect construction sites for compliance with erosion and sediment control plans.

Ability to complete simple forms and to maintain an inspection log.

Ability to establish and maintain effective relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in designing, inspecting or overseeing construction sites for compliance with erosion and sediment control regulations.

Equivalencies - Equivalent combination of education and experience. Completion of one year at an accredited college or university in civil engineering may be substituted for each year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: January 6, 1986 (title changed)
March 5, 1986 (title changed)
March 7, 1986
April 17, 1997 (license changed)

Baltimore City Department of Human Resources

ENVIRONMENTAL INSPECTOR SUPERVISOR

42255

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

An Environmental Inspector Supervisor oversees the activities of subordinate inspectors engaged in the inspection of construction sites to insure compliance with approved erosion and sediment control plans. Work of this class involves supervising Environmental Inspectors.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek; some evening and weekend work may be required. Work is performed outdoors where incumbents are regularly exposed to construction sites, inclement weather, dust and noise. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the activities of subordinate inspectors engaged in the inspection of construction sites to insure compliance with approved erosion and sediment control plans.

Inspects construction sites, including commercial, industrial, resident and City projects, to insure compliance with approved erosion and sediment control plans.

Investigates complaints and known erosion and pollution problem areas; recommends corrective actions or routes problems to appropriate agency.

Reviews and approves all violation notices and stop work orders.

Confers with contractors, builders and property owners for pre-construction meetings, erosion and sediment control plans, violation notices, stop work orders and to provide routine information.

Directs the compilation of documents for court.

Maintains records and writes reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of general construction procedures and methods.

Knowledge of City inspection codes and procedures.

Knowledge of City ordinances pertaining to erosion and sediment control.

Ability to read and interpret erosion and sediment control plans.

Ability to establish and maintain effective relationships with others.

Ability to assign, review and approve the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in designing, inspecting or overseeing construction sites for compliance with erosion and sediment control regulations.

Equivalencies - Equivalent combination of education and experience. Completion of one year at an accredited college or university in civil engineering may be substituted for each year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1986
September 18, 1997 (license changed)

Baltimore City Department of Human Resources

CONSTRUCTION BUILDING INSPECTOR I

42261

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Construction Building Inspector I conducts on-site inspections of new building construction or renovation projects of lead contaminated residential homes to ensure contract and specification compliance or to conduct energy assessments. Work involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Building Inspector II in that it involves inspecting construction or renovation projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Some positions in this class will conduct initial intake assessment of residential homes and properties that have been identified with lead contamination.

Inspects new construction and existing building alteration or renovation projects to ensure conformance with contract and documents and applicable building, zoning and safety codes.

Some positions in this class are responsible for inspecting lead contaminated residential homes for renovation projects to ensure conformance with contract documents and applicable lead removal safety codes.

Some positions in this class will be responsible for conducting energy audits and energy analyses of residential properties in order to make them more energy-efficient; makes site visits to engage in data collection and analysis; prepares energy assessment reports; and prepares heating system upgrade, replacement specifications and cost estimates.

Reviews drawings, specifications, cost estimates and materials lists; secures samples of materials for compliance with contract documents and codes.

Some positions in this class will be responsible for conducting clearance visual inspections of properties once renovations have been completed.

Maintains on-site project records including correspondence, drawings, daily reports, time and materials records.

Inspects such components as footings, floor framing, completed framing, chimneys and stairways to ensure compliance with building, grading, zoning and safety codes and standards.

Attends progress meetings for special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews contractors' payment requests for approval.

Performs related work as required.

V. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of materials, methods and techniques of building and other structural construction work.

Knowledge of construction codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in one of the building trades or in building and construction inspection work or in lead abatement inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Positions in the Department of Housing & Community Development Lead Hazard Reduction Program requires that within one year of employment, you must have and maintain certification as a Risk Assessor issued by the Maryland Department of the Environment.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
April 15, 1993
July 8, 1996 (license changed)
October 15, 1997
May 10, 2007
May 21, 2008
February 26, 2018 (license changed)

Baltimore City Department of Human Resources

CONSTRUCTION BUILDING INSPECTOR II

42262

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Construction Building Inspector II conducts on-site inspections of new building construction or renovation projects of lead contaminated residential and multi-family homes to ensure contract and specification compliance or to conduct energy audits/quality control inspections. Work involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at residential properties and construction sites where incumbents may encounter dust, mud, noise, heights, hazardous materials, confined work spaces and inclement weather conditions. Work requires moderate physical exertion such as long periods of standing, walking and crouching at building work sites.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Building Inspector I in that it involves inspecting construction or renovation projects of complexity and involves lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews and conducts intake assessments of residential homes and properties that have been identified with lead contamination.

Inspect new construction or existing building alteration or renovation projects to verify conformance with safety, zoning, grading laws and ordinances and contract documents.

Inspect multi-family dwellings, residential homes and properties that are being renovated due to lead contamination to ensure that contractors are in conformance with lead removal safety codes.

Inspect building components including footings, floor framing, completed framing, chimneys and stairways to ensure compliance with building, grading, zoning, and safety codes and standards.

Some positions in this class will be responsible for conducting energy audits and quality control inspections of residential and multifamily properties in order to make them more energy-efficient; makes site visits to engage in data collection and analysis; prepares energy audit assessment reports; prepares heating system upgrade recommendation scope , replacement specifications and cost estimates; and performs quality control inspection*s.*

Reviews, interprets and revises drawings and specifications; reviews materials lists and samples of materials for compliance with requirements and codes.

May assign and review construction or renovation project work and provide technical assistance to subordinate inspectors and train new employees.

Participates in administrative, progress and special on-site meetings; consults with architects, engineers, contractors and property owners to discuss and resolve field problems.

Maintains project records and writes reports including correspondence, drawings, daily progress reports, and time and materials records.

Reviews and approves certified contractual payrolls; verifies contractors' compliance with minimum wage requirements and job classification standards, and reviews and approves contractors' payment requests.

Reviews and authorizes payment of work completed by contractor; and issues state certifications to property owner.

Investigates and resolves warranty complaints and complaints between homeowner, renter and contractor.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of materials, methods and techniques of building and other structural construction work.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Knowledge of construction codes and standards.

Ability to read, interpret and revise drawings and specifications.

Ability to conduct field inspections and make recommendations.

Mathematic ability.

Ability to interpret departmental standards, policies, and procedures.

Ability to communicate, train and establish effective working relationships with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in one of the building trades or in building and construction inspection work or lead abatement inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Positions in the Department of Housing & Community Development Lead Hazard Reduction Program requires that you must have and maintain certification as a Risk Assessor issued by the Maryland Department of the Environment.

Positions in the Department of Housing & Community Development Weatherization Program requires that you must obtain within twelve months of employment and maintain the following certifications:

- · BPI HEP Quality Control Inspector (QCI) Certification
- · BPI HEP Energy Auditor (EA) Certification

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
February 10, 1993
September 22, 1998 (license changed)
May 10, 2007
May 21, 2008
March 13, 2018 (license changed)
June 3, 2021 (license changed)
January 31, 2022 (license changed)

Baltimore City Department of Human Resources

CONSTRUCTION BUILDING INSPECTOR I–DGS

42263

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Construction Building Inspector I-DGS conducts on-site inspections of new building construction or renovation projects of lead contaminated residential homes to ensure contract and specification compliance or to conduct energy assessments. Work involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Building Inspector II-DGS in that it involves inspecting construction or renovation projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects new construction and existing building alteration or renovation projects to ensure conformance with contract and documents and applicable building, zoning and safety codes.

Reviews drawings, specifications, cost estimates and materials lists; secures samples of materials for compliance with contract documents and codes.

Some positions in this class will be responsible for conducting clearance visual inspections of properties once renovations have been completed.

Maintains on-site project records including correspondence, drawings, daily reports, time and materials records.

Inspects such components as footings, floor framing, completed framing, chimneys and stairways to ensure compliance with building, grading, zoning and safety codes and standards.

Attends progress meetings for special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews contractors' payment requests for approval.

Performs related work as required.

V. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of materials, methods and techniques of building and other structural construction work.

Knowledge of construction codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in one of the building trades or in building and construction inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

CONSTRUCTION BUILDING INSPECTOR II–DGS

42264

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Construction Building Inspector II-DGS conducts on-site inspections of new building construction or renovation projects of lead contaminated residential and multi-family homes to ensure contract and specification compliance or to conduct energy assessments. Work involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires moderate physical exertion such as long periods of standing, walking and crouching at building work sites.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Building Inspector I-DGS in that it involves inspecting construction or renovation projects of complexity and involves lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects new construction or existing building alteration or renovation projects to verify conformance with safety, zoning, grading laws and ordinances and contract documents.

Inspects building components including footings, floor framing, completed framing, chimneys and stairways to ensure compliance with building, grading, zoning, and safety codes and standards.

Reviews, interprets and revises drawings and specifications; reviews materials lists and samples of materials for compliance with requirements and codes.

May assign and review construction or renovation project work and provide technical assistance to subordinate inspectors and train new employees.

Participates in administrative, progress and special on-site meetings; consults with architects, engineers, contractors and property owners to discuss and resolve field problems.

Maintains project records and writes reports including correspondence, drawings, daily progress reports, and time and materials records.

Reviews and approves certified contractual payrolls; verifies contractors' compliance with minimum wage requirements and job classification standards, and reviews and approves contractors' payment requests.

Reviews and authorizes payment of work completed by contractor; and issues state certifications to property owner.

Investigates and resolves warranty complaints and complaints between homeowner, renter and contractor.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of materials, methods and techniques of building and other structural construction work.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Knowledge of construction codes and standards.

Ability to read, interpret and revise drawings and specifications.

Ability to conduct field inspections and make recommendations.

Mathematic ability.

Ability to interpret departmental standards, policies, and procedures.

Ability to communicate, train and establish effective working relationships with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in one of the building trades or in building and construction inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

CONSTRUCTION ELECTRICAL INSPECTOR I

42271

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Electrical Inspector I conducts on-site inspections of electrical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents in this class receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Electrical Inspector II in that it involves inspecting construction projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects electrical installations including wiring, fixtures and equipment in public building construction projects to ensure conformance with contract documents and applicable building and safety codes.

Reviews drawings, specifications and materials lists; secures samples of materials for compliance with contract documents and applicable building and safety codes.

Maintains on-site project records including correspondence, drawings, daily reports and time and materials records.

Attends progress meetings and special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews for approval contractors payment requests.

Investigates warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction and electrical installation methods, materials and techniques.

Knowledge of national and other codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematical ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years experience in electrical installation, maintenance or inspection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

I. Applicants for this classification must:
   1) Hold a State license or local license as a master electrician; or
   2) Have previously held, within last five years, a State license or local license as a master electrician that was not suspended or revoked; or
   3) Be certified by:
      i. The International Code Council as a Combination Inspector or as an Electrical Inspector for Residential or Commercial Buildings; or
      ii. The North American Board of Certified Practitioners; or
      iii. A certifying entity that is comparable to those listed above.

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
August 23, 1993
March 6, 1997 (license changed)
January 1, 2014 (license requirement)

Baltimore City Department of Human Resources

CONSTRUCTION ELECTRICAL INSPECTOR I-DGS

42273

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Electrical Inspector I-DGS conducts on-site inspections of electrical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents in this class receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Electrical Inspector II-DGS in that it involves inspecting construction projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects electrical installations including wiring, fixtures and equipment in public building construction projects to ensure conformance with contract documents.

Reviews drawings, specifications and materials lists; secures samples of materials for compliance with contract documents and applicable building and safety codes.

Maintains on-site project records including correspondence, drawings, daily reports and time and materials records.

Attends progress meetings and special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews for approval contractors payment requests.

Investigates warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction and electrical installation methods, materials and techniques.

Knowledge of national and other codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematical ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years experience in electrical installation, maintenance or inspection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

CONSTRUCTION ELECTRICAL INSPECTOR II–DGS

42274

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Electrical Inspector II-DGS conducts on-site inspections of complex electrical inspections in new construction or renovation projects for contract and specification compliance. Work involves no supervisory responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather conditions. Work requires moderate physical exertion of long periods of standing and walking inspecting construction sites.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Electrical Inspector I-DGS in that it involves inspecting large, complex projects, providing technical assistance to subordinate personnel and may involve assigning, reviewing and approving the work of personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects electrical installations in large, complex public building construction projects to verify conformance with safety laws and ordinances and contract documents.

Reviews, interprets and revises drawings and specifications; reviews materials lists and samples of materials for compliance with compliance with contract requirements and codes.

May assign and review construction project work and provide technical assistance to subordinate inspectors and train new employees.

Participates administrative, progress and special on-site meetings; consults with architects, engineers, contractors and property owners to discuss and resolve field problems.

Maintains projects records and writes reports including correspondence, drawings, daily progress reports and time and materials records.

Investigates and resolves warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction and electrical installation methods, materials and techniques.

Knowledge of national and other codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read, interpret and revised drawings and specifications.

Ability conduct field inspections and make effective recommendations.

Mathematic ability.

Ability to communicate, train and establish effective working relationships with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation form an accredited high school or possession of A GED certificate and five years experience in electrical installation, or inspection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

CONSTRUCTION MECHANICAL INSPECTOR I

42281

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Mechanical Inspector I conducts on-site inspections of mechanical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights, and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Mechanical Inspector II in that it involves inspecting construction projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects mechanical installation including heating, plumbing, ventilation, refrigeration and other mechanical equipment in public building projects to ensure conformance with contract documents and applicable building and safety codes.

Reviews drawings, specifications and materials lists; secures samples of materials for compliance with contract documents and codes.

Maintains on-site project records including correspondence, drawings, daily reports, and time and materials records.

Attends progress meetings and special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews for approval contractor payment requests.

Investigates warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the materials, methods and techniques of construction and mechanical installation work.

Knowledge of mechanical codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in mechanical installation, maintenance or inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Applicants must hold a master plumber license issued by the State Board of Plumbing, the Baltimore County Plumbing Board, or the Washington Suburban Sanitary Commission.

A valid Maryland class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
July 7, 1993
September 10, 1997 (license changed)
January 1, 2014 (license requirement)

Baltimore City Department of Human Resources

CONSTRUCTION MECHANICAL INSPECTOR II

42282

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Mechanical Inspector II conducts on-site inspections of complex mechanical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional work eek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Mechanical Inspector I in that it involves inspecting large, complex projects, providing technical assistance to subordinate personnel, and may involve assigning, reviewing and approving the work of personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects mechanical installations in large, complex public building construction projects to verify conformance with safety laws and ordinances and contract documents.

Inspects heating, plumbing, ventilation, refrigeration and other mechanical equipment in public building projects to ensure efficient operation.

Reviews, interprets and revises drawings and specifications; reviews materials lists and samples of materials for compliance with contract requirements and codes.

May assign and review construction project work and provide technical assistance to subordinate inspectors and train new employees.

Participates in administrative, progress and special on-site meetings; consults with architects, engineers, contractors and property owners to discuss and resolve field problems.

Maintains project records and writes reports including correspondence, drawings, daily progress reports, and time and material records.

Reviews and approves certified contractual payrolls; verifies contractors' compliance with minimum wage requirements and job classification standards; reviews and approves contractors' payment requests.

Investigates and resolves warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction and mechanical installation methods, materials and techniques.

Knowledge of mechanical codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read, interpret and revise drawings and specifications.

Ability to conduct field investigations and make effective recommendations.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in mechanical installation, maintenance or inspection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Applicants must hold a master plumber license issued by the State Board of Plumbing, the Baltimore County Plumbing Board, or the Washington Suburban Sanitary Commission.

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 14, 1983

REVISED: March 7, 1989
January 1, 2014 (license requirement)

Baltimore City Department of Human Resources

CONSTRUCTION MECHANICAL INSPECTOR I–DGS

42283

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Mechanical Inspector I-DGS conducts on-site inspections of mechanical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights, and inclement weather conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Mechanical Inspector II-DGS in that it involves inspecting construction projects of limited complexity and does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects mechanical installation including heating, plumbing, ventilation, refrigeration and other mechanical equipment in public building projects to ensure conformance with contract documents.

Reviews drawings, specifications and materials lists; secures samples of materials for compliance with contract documents and codes.

Maintains on-site project records including correspondence, drawings, daily reports, and time and materials records.

Attends progress meetings and special on-site meetings; consults with property owners, architects, engineers and contractors to discuss and resolve field problems.

Reviews certified payrolls with contracting personnel; verifies compliance with minimum wage requirements and job classifications, prepares evaluation reports and reviews for approval contractor payment requests.

Investigates warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the materials, methods and techniques of construction and mechanical installation work.

Knowledge of mechanical codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read and interpret drawings and specifications.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in mechanical installation, maintenance or inspection.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

CONSTRUCTION MECHANICAL INSPECTOR II–DGS

42284

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Construction Inspection Group

I. CLASS DEFINITION

A Construction Mechanical Inspector II-DGS conducts on-site inspections of complex mechanical installations in new construction or renovation projects for contract and specification compliance. Work involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional work eek, but may be required to work evening, weekend and holiday hours on a 24-hour on-call basis. Work is performed at construction sites where incumbents may encounter dust, mud, noise, heights and inclement weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Construction Mechanical Inspector I-DGS in that it involves inspecting large, complex projects, providing technical assistance to subordinate personnel, and may involve assigning, reviewing and approving the work of personnel.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects mechanical installations in large, complex public building construction projects to verify conformance with safety laws and ordinances and contract documents.

Inspects heating, plumbing, ventilation, refrigeration and other mechanical equipment in public building projects to ensure efficient operation.

Reviews, interprets and revises drawings and specifications; reviews materials lists and samples of materials for compliance with contract requirements and codes.

May assign and review construction project work and provide technical assistance to subordinate inspectors and train new employees.

Participates in administrative, progress and special on-site meetings; consults with architects, engineers, contractors and property owners to discuss and resolve field problems.

Maintains project records and writes reports including correspondence, drawings, daily progress reports, and time and material records.

Reviews and approves certified contractual payrolls; verifies contractors' compliance with minimum wage requirements and job classification standards; reviews and approves contractors' payment requests.

Investigates and resolves warranty complaints.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of construction and mechanical installation methods, materials and techniques.

Knowledge of mechanical codes and standards.

Knowledge of safety practices and procedures including OSHA rules and regulations.

Ability to read, interpret and revise drawings and specifications.

Ability to conduct field investigations and make effective recommendations.

Mathematic ability.

Ability to communicate and deal effectively with others.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in mechanical installation, maintenance or inspection work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 14, 2017

Baltimore City Department of Human Resources

SEWERLINE VIDEO INSPECTION TECHNICIAN

42311

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Utility Inspection Group

I. CLASS DEFINITION

A Sewerline Video Inspection Technician leads subordinate workers in the inspection of sewerlines for leaks, breaks, clogs and damage using video inspection equipment. Work of this class involves no supervisory duties.

Incumbents receive minimal supervision from a technical superior. Employees in this class work a conventional workweek and may be required to work some evening and weekend hours or held over until properly relieved or for emergencies. Work is performed outdoors where incumbents are exposed to such conditions as odors, inclement weather and traffic. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads subordinate workers in the inspection of sewerline for leaks, breaks, clogs and damage using video equipment.

Directs workers to pull cables attached to the camera forward or backward through sewerlines to inspect walls.

Evaluates breakages or other problems in sewerlines and repairs or makes corrective recommendations.

Seals cracks in the walls of sewerlines with sealing equipment.

Mixes and stores sealing chemicals.

Makes minor repairs to television cameras, sealing equipment and video tape recorder.

Interprets video tape recordings of sewerline inspections for superiors and others.

Uses video equipment to inspect the completed work of contractors and reports findings to superiors prior to final payment for contract work.

Trains new employees.

Maintains records and writes reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of sewer construction, installation and maintenance work.

Knowledge of the operation of video equipment to inspect sewers.

Ability to operate and make minor repairs on television cameras, sealing equipment and videotape records.

Ability to interpret video inspection tapes for others.

Ability to evaluate problems in sewerlines and make recommendations for corrections.

Ability to maintain records and write reports.

Ability to assign and review the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in sewerline inspection and maintenance work using television camera, sealing equipment and video tape recorders.

Equivalencies - Six months of additional experience in video inspection of sewerlines may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

ADOPTED: August 7, 1974

REVISED: December 14, 1983
September 30, 1992
October 24, 2000 (license changed)
February 7, 2012

Baltimore City Department of Human Resources

CABLE INSPECTOR

42321

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Utility Inspection Group

I. CLASS DEFINITION

A Cable Inspector inspects and monitors the activities of utility crews during the installation and removal of cables, boxes, switches, transformers and related equipment in the City conduit system. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work some evening and weekend hours. Work is performed outside where incumbents are exposed to such conditions as construction sites, inclement weather and traffic. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects and monitors the activities of utility crews involved in the installation and removal of cables, boxes, switches, transformers and other equipment in the conduit system.

Investigates and reports leaking cables or defective conditions in and around the conduit system.

Tests manholes for gas content.

Takes measurements and draws sketches of surface structures and obstructions prior to the preparation of construction plans.

Inspects and observes excavations by utilities to prevent damages or destruction to conduit or manholes.

Maintains records and writes reports on inspections.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the installation, repair and removal of underground electrical equipment in conduits.

Knowledge of the City codes for the use of the conduits.

Ability to read and interpret plans and specifications for electrical work.

Ability to maintain records and write reports.

Ability to make sketches and drawings to assist with construction plans.

Ability to establish and maintain effective work relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in the installation or inspection of cables and related equipment in conduits.

Equivalencies - Six months of additional experience in the installation or inspection of cables and related equipment in conduits may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: Unknown

REVISED: January 16, 1964
January 27, 1966
September 11, 1981
September 1, 1982 (title changed)
December 14, 1983 (title changed)
November 24, 1993 (license changed)
March 13, 1996 (license changed)

Baltimore City Department of Human Resources

CABLE INSPECTION SUPERVISOR

42325

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Utility Inspection Group

I. CLASS DEFINITION

A Cable Inspection Supervisor oversees the activities of inspectors engaged in ensuring that contractors comply with specifications, standards and codes for conduit installation, maintenance and removal of cables. The work of this class involves supervising Public Works Inspectors I.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, but may be required to work evening, weekend and holiday hours. Work is performed in the office, outdoors and in confined spaces where incumbents are exposed to such conditions as construction sites, inclement weather, traffic and high electrical voltage. Work requires minimal physical exertion; however, there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Supervises the work of inspectors engaged in on-site inspection of the installation, maintenance and removal of cables and related electrical equipment in the City conduit system; evaluates staff performance, disciplines, recommends hiring, firing and promotion, and provides technical guidance.

Represents the Conduit Division at coordination, progress and other meetings with utility, contractor and other City agency staff to chart progress, identify obstacles to cable installations, recommend solutions and expedite the completion of conduit projects.

Conducts on-site inspections of problem installations involving multiple utilities and City agencies; identifies nature of problem and expedite resolution in timely manner; documents and explains findings; monitors progress until abated.

Review and determines acceptability of permit applications related to conduit system.

Gathers information and reports findings in response to legal complaints.

Investigates damages and recommends repairs to conduit lines.

Approves electrical equipment to be installed in the conduit system.

Maintains records of inspections and employee expenses and writes reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the installation, repair and removal of underground electrical equipment in conduits.

Knowledge of the City codes for use of the City conduits.

Ability to maintain records and write reports.

Ability to review and determine acceptability of permit applications related to the conduit system.

Ability to establish and maintain effective work relationships with engineers, contractors and management.

Ability to identify obstacles to progress, recommend solutions and abate problems.

Ability to inspect the work performed by contractors.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in the installation or inspection of cables and related equipment in conduits.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: May 9, 1957

REVISED: January 16, 1964
September 11, 1981
September 1, 1982 (title changed)
December 14, 1983 (title changed)
November 24, 1993
October 24, 2000 (license changed)
May 5, 2009

Baltimore City Department of Human Resources

WATER SERVICE INSPECTOR

42330

Enforcement, Protection
and Inspection Division
Inspection and Investigation Branch
Utility Inspection Group

I. CLASS DEFINITION

A Water Service Inspector visits construction sites to inspect the installation and placement of water supply services. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some overtime or callback may be required. Work is performed outdoors where incumbents are exposed to inclement weather and construction site hazards. Work requires moderate physical exertion including periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Visits construction sites to discuss the installation of water supply services with property owners or construction personnel.

Inspects the placement, relocation, abandonment and installation of water services.

Makes sketches and drawings of the location of services for City construction crews.

Reads water meters in response to consumer complaints of unusually high water fills or leaks.

May make field inspections for the Division of Liens to determine if there is an active or inactive water supply service on a specific property.

Turns water supply services off and on due to leaks and payment or non-payment of charges.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the installation of water service meters and fixtures.

Knowledge of the location of water mains, water service pipes and related fixtures.

Knowledge of meter reading procedures and policies.

Knowledge of Baltimore City and County streets and areas.

Ability to inspect construction sites to determine placement of water supply services.

Ability to read water service installation plans.

Ability to maintain records and write reports.

Ability to make sketches.

Ability to establish effective relationships with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years in the inspection or repair of water supply service.

Equivalencies - Six months of experience in the inspection of the installation of water supply service may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: January 1, 1956

REVISED: February 2, 1972
January 10, 1983
October 14, 1983
July 27, 1994
April 3, 1997 (license changed)

Baltimore City Department of Human Resources

TRAFFIC INVESTIGATOR I

42411

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Traffic Investigation Group

I. CLASS DEFINITION

A Traffic Investigator I receives training in and performs routine traffic studies for the installation, removal or adjustment of traffic control devices. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek; some evening, weekend and callback work may be required. Work is performed in an office and outdoors where there is occasional exposure to inclement weather and traffic hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Traffic Investigator II in that it involves receiving training in and performing routine traffic investigation work under close supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives training in traffic investigation methods and procedures. Makes routine investigations of city streets to determine need for traffic signs, markings, signals or parking meters.

Receives complaints from citizens concerning the placement of signs, signals and parking meters.

Sketches street locations to show placement of new traffic signs.

Performs drafting work in the preparation of maps, charts and drawings of investigation sites, streets, highways and parking facilities, showing location of traffic signals, markings, grades and utilities as assigned.

Writes reports of study findings.

Patrols assigned area to report traffic problems and to check on maintenance of existing signs and markings.

Gathers and learns to analyze traffic flow data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to deal effectively with the public.

Ability to read and interpret legislation and regulations.

Arithmetic ability.

Ability to write narrative reports.

Ability to read street maps.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: December 12, 1983
May 25, 1984
March 10, 1998 (license changed)

Baltimore City Department of Human Resources

TRAFFIC INVESTIGATOR II

42412

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Traffic Investigation Group

I. CLASS DEFINITION

A Traffic Investigator II performs traffic studies for the installation, removal or adjustment of traffic control devices. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening, weekend and callback work may be required. Work is performed in an office and outdoors where there is occasional exposure to inclement weather and traffic hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Traffic Investigator III in that it does not involve lead work or the performance of complex, sensitive investigations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts studies for the installation and removal of traffic control devices such as signs, signals, painted traffic lines and parking meters and lots.

Makes written recommendations for the installation, removal or adjustment of traffic control devices.

Sketches street locations to show conditions prior to and following placement of new signs, signals or markings and to show locations for underground clearance.

Performs drafting work in the preparation of maps, charts and drawings of investigation sites, streets, highways and parking facilities, showing location of traffic signals, markings, grades and utilities as assigned.

Gathers and compiles a variety of traffic flow data to be used in recommending solutions to traffic problems.

Discusses traffic problems with citizens to gather data and resolve complaints; attends community meetings as required.

Contracts other City departments and private utility companies to coordinate actions affecting traffic control devices.

Inspects and reports on repairs and installations.

Patrols assigned area to report on damaged and missing control devices, traffic problems or to aid motorists.

Installs detour signs around construction sites.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of traffic investigative techniques.

Knowledge of the function and use of traffic control devices.

Knowledge of the major streets and roadways in the City of Baltimore.

Ability to deal effectively with the public.

Ability to read and interpret legislation and regulations.

Ability to gather and analyze traffic data.

Arithmetic ability.

Ability to write narrative reports.

Ability to read street maps.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in the performance of traffic investigation, enforcement or maintenance and installation work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: October 27, 1981
August 24, 1983
May 25, 1984
February 19, 1986
November 9, 1993
August 19, 1997 (license changed)

Baltimore City Department of Human Resources

TRAFFIC INVESTIGATOR III

42413

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Traffic Investigation Group

I. CLASS DEFINITION

A Traffic Investigation III assigns and reviews the work of traffic investigators engaged in studies for the installation, removal or adjustment of traffic control devices or performs traffic investigation of a complex or sensitive nature. Work of this class involves no supervisory responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some evening, weekend and callback work may be required. Work is performed in an office and outdoors where there is occasional exposure to inclement weather and traffic hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Traffic Investigator II in that it involves leading other traffic investigators or performing complex, sensitive investigations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews data, sketches and recommendations prepared by area traffic investigators.

Conducts complex traffic studies by gathering traffic flow data and analyzing traffic patterns.

Discusses complaints with citizens, owners of businesses or community organizations in an effort to satisfactorily resolve the complaint.

Recommends, orally and in writing, solutions to complaints and traffic flow problems.

Coordinates actions affecting traffic control devices with other City departments and private utility companies.

Writes narrative reports and compiles statistical data for inclusion in reports.

Performs drafting work in the preparation of maps, charts and drawings of investigation sites, streets, highways and parking facilities, showing location of traffic signals, markings, grades and utilities as assigned.

Patrols assigned area to report on damaged and missing control devices, traffic problems or to aid motorists.

Participates in planning and overseeing the department's role in sports events, fairs, festivals and other special Citywide activities.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of traffic investigative techniques.

Knowledge of traffic control procedures and devices.

Knowledge of the major streets and roadways in the City of Baltimore.

Ability to give work direction to others.

Ability to deal effectively with the public.

Ability to read and interpret legislation and regulations.

Ability to gather and analyze traffic data.

Arithmetic ability.

Ability to write narrative reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in traffic investigation, enforcement or maintenance and installation work, one year of which must have been in the performance of traffic investigation work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 11, 1981

REVISED: August 24, 1983
May 25, 1984
February 19, 1986
November 9, 1993
February 28, 1997 (license changed)

Baltimore City Department of Human Resources

TRAFFIC INVESTIGATOR SUPERVISOR

42415

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Traffic Investigation Group

I. CLASS DEFINITION

A Traffic Investigator Supervisor oversees and evaluates the work of traffic investigators engaged in studies for the installation, removal or adjustment of traffic control devices. Work of this class involves supervising traffic investigation and office support personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek; some evening, weekend and callback work may be required. Work is performed in an office and outdoors where there is occasional exposure to inclement weather and traffic hazards. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and supervises traffic investigation work.

Reviews and comments on reports, sketches and recommendations submitted by subordinate investigators.

Recommends and plans studies of the City's traffic system.

Conducts complex traffic studies by gathering traffic flow data and analyzing traffic patterns.

Discusses complaints with citizens, owners of businesses or community organizations in an effort to satisfactorily resolve issues.

Coordinates investigative activities with other bureaus in the department and with other City departments and private utility companies.

Issues work orders to shop personnel to implement proposals.

Writes narrative reports and compiles statistical data for inclusion in reports.

Performs drafting work in the preparation of maps, charts and drawings of investigation sites, streets, highways and parking facilities showing location of traffic signals, markings, grades and utilities as assigned.

Participates in planning and overseeing the department's role in sports events, fairs, festivals and other special Citywide activities.

Testifies in court cases as required.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of traffic investigative techniques.

Knowledge of traffic control procedures and devices.

Knowledge of the major streets and roadways in the City of Baltimore.

Supervisory ability.

Ability to plan, coordinate and evaluate work.

Ability to deal effectively with the public.

Ability to interpret legislation, regulations, policies and procedures.

Ability to gather and analyze traffic data.

Ability to write narrative reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in traffic investigation, enforcement or maintenance and installation work; three years of which must have been in the performance of traffic investigation work including one year of such lead responsibilities as assigning and reviewing the work of others.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

ADOPTED: February 11, 1981

REVISED: August 24, 1983 (title changed)
May 25, 1984
February 19, 1986
January 16, 1996
October 24, 2000 (license changed)

Baltimore City Department of Human Resources

ENVIRONMENTAL SANITARIAN I

42511

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Health Investigation Group

I. CLASS DEFINITION

An Environmental Sanitarian I receives training in environmental health investigation, and issues violation notices and civil and environmental citations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek including evening and weekend hours and on a 24-hour call back in case of emergencies. Work is performed at sites of investigations where vermin, dirt, filth, dilapidated structures and other undesirable conditions are encountered. Work requires minimal physical exertion but may require long periods of standing, walking or frequent crouching while conducting inspections.

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II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of an Environmental Sanitarian II in that it involves training in environmental health investigation.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Under close supervision, makes field investigations, sanitary inspections and surveys for environmental health programs in the City including food control, institutional facilities, lead paint poisoning, occupational health, commercial and industrial licensing, vector control and waste and water programs.

Investigates complaints regarding sanitation and environmental health issues and concerns.

Records data obtained from inspections and investigations.

Enforces city codes and regulations; issues violation notices and civil and environmental citations to property and business owners.

With experienced sanitarians, conducts epidemiological investigations to determine the causes of environmental health problems.

Attends hearings concerning individual cases of noncompliance with environmental health laws and may serve as a prosecuting witness in court, when required.

Attends in-service training programs, workshops and seminars to develop occupational skills, knowledges and abilities; attends emergency preparedness training.

Periodically, and on a rotating basis, may serve as an on-call duty officer to respond to emergencies and incidents that occur outside of normal business hours (namely overnight, on weekends and holidays). May be required to participate in social club task force activities or inspect temporary food facility events outside of normal business hours.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the basic principles of bacteriology, chemistry, biology and physics.

Knowledge of various office software.

Ability to conduct environmental health investigations and to evaluate and interpret findings.

Ability to use and navigate a computer, handheld device, tablet or any other technological equipment that may be used to conduct, capture, or record inspections and investigations.

Ability to maintain records and to prepare detailed narrative reports of environmental health investigations and complaints.

Ability to evaluate and interpret inspection and investigation findings and determine code violations.

Ability to give testimony in court against violators of environmental health laws and regulations.

Ability to communicate with property owners, tenants, licensees, managers and operators regarding environmental health laws and regulations.

Ability to promote community understanding and support for environmental health laws.

Ability to enforce environmental health laws tactfully and calmly.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree with at least 30 semester credit hours in the physical, biological, or environmental sciences as well as completion of a laboratory course in biology, chemistry, physics, soil science, or geographic information systems AND have completed at least one course in mathematics from an accredited college or university.

Equivalencies - An equivalent combination of education and experience acceptable to the Maryland State Board of Environmental Sanitarians.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

At the time of interview, eligible candidates must have applied to theA certificate of eligibility for obtaining employment issued by the Maryland State Board of Environmental SanitariansHealth Specialists for a Certificate of Eligibility as an Environmental Health Specialist In-Training.

The selected candidate must possess a current Certificate of Eligibility as an Environmental Health Specialist In-Training from the Maryland State Board of Environmental Health Specialists prior to employment.

Positions assigned to the Lead Paint Program must obtain and maintain a Maryland Lead Paint Technician accreditation issued by the Maryland Department of Environment within 6 months of hire; they must also obtain and maintain a Maryland Lead Paint Risk Assessor accreditation issued by the Maryland Department of Environment within 18 months of hire. Failure to obtain and maintain both accreditations are grounds for dismissal.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES:

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

Candidates must obtain and maintain a Commission from the Police Commissioner of the City of Baltimore as a Special Enforcement Officer within one year of appointment. Failure to obtain or revocation of the Commission by the Police Commissioner is grounds for dismissal. This Commission requires applicants to:

Be at least 18 years of age at the time of Commission; and Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: February 1, 1962

REVISED: July 18, 1963
February 26, 1969

February 2, 1981
September 1, 1982 (title changed)
November 9, 1982
February 15, 1985
February 25, 1987
May 5, 1989 (title changed)
February 10, 1993
March 25, 1997 (license changed)
February 29, 2012

Baltimore City Department of Human Resources

ENVIRONMENTAL SANITARIAN II

42512

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Health Investigation Group

I. CLASS DEFINITION

An Environmental Sanitarian II performs environmental health investigations and issues violation notices and civil and environmental citations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek including evening and weekend hours and on a 24-hour call back in case of emergencies. Work is performed at sites of investigations where vermin, dirt, filth, dilapidated structures and other undesirable conditions are encountered. Work requires moderate physical exertion involving long periods of standing, walking or crouching while inspecting business sites.

II. DISTINGUISHING FEATURES OF THE WORK

The work of an Environmental Sanitarian II is distinguished from that of an Environmental Sanitarian I in that it involves performing environmental health investigations with minimal supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Investigates complaints regarding sanitation and environmental health issues and concerns.

Enforces city codes and regulations; issues violation notices and civil and environmental citations to property and business owners.

Participates in epidemiological investigations with State and Federal government investigators to determine the causes of environmental health problems.

Attends and participates in enforcement procedures such as hearings and conferences concerning individual cases of noncompliance with laws and serves as prosecuting witness in court, when required.

Attends and participates in in-service training programs; instructs food handlers on proper procedures and techniques; interprets environmental health laws and regulations.

Advises and educates the public and managers and personnel of food establishments, industrial operations and institutional facilities in regard to environmental health problems.

May train sanitarians.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles of bacteriology, chemistry, biology and physics.

Knowledge of the techniques of environmental health investigation.

Knowledge of various office software.

Ability to evaluate and interpret inspection and investigation findings and determine code violations.

Ability to maintain records and prepare detailed narrative reports of environmental health investigations and complaints.

Ability to use and navigate a computer, handheld device, tablet or any other technological equipment that may be used to conduct, capture, or record inspections and investigations.

Ability to give testimony in court against violators of environmental health laws and regulations.

Ability to communicate with managers of food establishments, industrial operations and institutional facilities regarding environmental health.

Ability to promote community understanding and support for environmental health laws.

Ability to enforce environmental health laws with firmness and tact.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university in environmental science or environmental health.

Equivalencies - An equivalent combination of education and experience acceptable to the Maryland State Board of Environmental Sanitarians.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Candidates for positions in this classification must possess a current license as a Registered Environmental Sanitarian from the Maryland State Board of Environmental Sanitarians.

Positions assigned to the Lead Paint Program must obtain and maintain a Maryland Lead Paint Technician accreditation issued by the Maryland Department of Environment within 6 months of hire; they must also obtain and maintain a Maryland Lead Paint Risk Assessor accreditation issued by the Maryland Department of Environment within 18 months of hire. Failure to obtain and maintain both accreditations are grounds for dismissal.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

Candidates must obtain and maintain a Commission from the Police Commissioner of the City of Baltimore as a Special Enforcement Officer within one year of appointment. Failure to obtain or revocation of the Commission by the Police Commissioner is grounds for dismissal. This Commission requires applicants to:

Be at least 18 years of age at the time of Commission; and
Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: February 1, 1962

REVISED: July 18, 1963
February 26, 1969
February 2, 1981
September 1, 1982 (title changed)
November 9, 1982
February 15, 1985
February 25, 1987
May 5, 1989 (title changed)
February 10, 1993
March 25, 1997 (license changed)
February 29, 2012

Baltimore City Department of Human Resources

ENVIRONMENTAL SANITARIAN III

42513

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

An Environmental Sanitarian III performs complex environmental health investigations and issues violation notices and civil and environmental citations, or leads lower level sanitarians by assigning and reviewing work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek including evening and weekend hours and on a 24-hour call back in case of emergencies. Work is performed at sites of investigations where vermin, dirt, filth, dilapidated structures and other undesirable conditions are encountered. Work requires moderate physical exertion involving long periods of standing, walking or crouching while inspecting sites.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of an Environmental Sanitarian II in that it involves conducting complicated environmental health investigations requiring complete knowledge of one or more areas of environmental health or acting as lead worker assigning and reviewing work and providing assistance and training to sanitarians.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

May assign, review and approve the work of sanitarians performing investigations, inspections and surveys for environmental health programs.

May train sanitarians; may review and edit the field investigation reports of sanitarians.

Conducts technological studies and analyses of environmental health concerns of an advanced nature requiring initiative and the ability to evaluate and interpret data.

Enforces city codes and regulations; issues violation notices and civil and environmental citations to property and business owners.

Consults with other governmental agencies on difficult environmental health problems such as drainage and water problems, storage and disposal of radioactive wastes or investigation of food processing plants and warehouses or large industrial operations.

Advises and educates the public and managers and personnel of food establishments, industrial operations and institutional facilities in regard to environmental health.

Investigates and reports on difficult complaints pertaining to environmental health problems in the City including air pollution, animal control, food control, institutional facilities, lead paint poisoning, occupational health, commercial and industrial licensing, vector control and waste and water problems.

Participates in and may conduct hearings and conferences concerning individual cases of noncompliance with the laws; and serves as prosecuting witness in court when required.

Writes detailed narrative reports and summaries of all findings of field investigations, inspections, surveys and investigations of environmental health complaints from various sources.

Participates in epidemiological investigations with State and Federal government investigators to determine the cause of environmental health problems.

Participates in the initiation of new environmental health programs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles of bacteriology, chemistry, biology and physics.

Knowledge of the techniques of environmental health investigations.

Knowledge of various office software.

Ability to train others.

Ability to conduct complicated environmental health investigations requiring complete knowledge of one or more areas of environmental health and to evaluate and interpret findings.

Ability to conduct hearings of violations of environmental health laws and regulations.

Ability to use and navigate a computer, handheld device, tablet or any other technological equipment that may be used to conduct, capture, or record inspections and investigations.

Ability to give testimony in court against violators of environmental health laws and regulations.

Ability to communicate with managers of food establishments, industrial operations and institutional facilities regarding environmental health concerns.

Ability to promote community understanding and support for environmental health laws.

Ability to enforce environmental health laws with firmness and tact.

Ability to lead, assign and review the activities of sanitarians.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience as a Registered Environmental Sanitarian.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Candidates for positions in this classification must possess a current license as a Registered Environmental Sanitarian from the Maryland State Board of Environmental Sanitarians.

Positions assigned to the Lead Paint Program must obtain and maintain a Maryland Lead Paint Technician accreditation issued by the Maryland Department of Environment within 6 months of hire; they must also obtain and maintain a Maryland Lead Paint Risk Assessor accreditation issued by the Maryland Department of Environment within 18 months of hire. Failure to obtain and maintain both accreditations are grounds for dismissal.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

Candidates must obtain and maintain a Commission from the Police Commissioner of the City of Baltimore as a Special Enforcement Officer within one year of appointment. Failure to obtain or revocation of the Commission by the Police Commissioner is grounds for dismissal. This Commission requires applicants to:

Be at least 18 years of age at the time of Commission; and
Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

ADOPTED: January 1, 1956

REVISED: January 12, 1961
December 15, 1960 (title changed)

REVISED: December 8, 1966
January 20, 1977
February 2, 1981
September 1, 1982 (title changed)
November 9, 1982
February 15, 1985
February 25, 1987
March 5, 1989 (title changed)
March 27, 1997 (license changed)
February 29, 2012

Baltimore City Department of Human Resources

ENVIRONMENTAL HEALTH SUPERVISOR

42515

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

An Environmental Health Supervisor plans and coordinates the activities of an environmental health program. Work of this class involves supervising sanitarians and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek including evening and weekend hours and on a 24-hour on call back in case of emergencies. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans, assigns and supervises the activities of the environmental health sanitarians performing a variety of investigations, inspections and surveys for an environmental health program within the Department of Health overseeing air pollution, animal control, food control, institutional facilities, lead paint poisoning, occupational health, commercial and industrial licensing, vector control or waste and water investigation activities.

Conducts performance evaluations of environmental health sanitarians and office support personnel; and recommends the hiring, disciplining and firing of program personnel.

Supervises and reviews field investigations, studies and special inspections and resolves environmental health problems.

Reviews new and reconstructed building plans for health code compliance**.**

Conducts training and educational programs for new personnel in environmental programs and for public and private institutions and groups.

Supervises the maintenance of files and records systems and writes reports and correspondence answering public inquiries.

Compiles, assembles and evaluates data for formal hearings; advises and provides guidance to field personnel and the State's Attorney in court cases; conducts hearings and conferences for environmental health violators.

Conducts environmental health investigations and reports on critical or unusual problems.

Interprets environmental health laws and regulations to the public and managers of food establishments, industrial operations and institutional facilities.

With an environmental health program director, develops and formulates environmental health program policies and procedures.

Speaks before public and professional groups to promote the environmental health programs of the City government and to gain community support for the programs.

Compiles and assembles statistical data for weekly, monthly and annual reports.

Investigates, evaluates and recommends the purchase of scientific apparatus for use in collecting and analyzing environmental data.

Acts as Program Director as directed.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles of bacteriology, chemistry, biology and physics.

Knowledge of the environmental health sciences and their application in resolving environmental health problems.

Knowledge of the basic principles and objectives of public health.

Knowledge of the principles and techniques of administration.

Knowledge of the objectives, laws, regulations and codes pertaining to environmental health.

Knowledge of Microsoft Office software.

Ability to conduct hearings of violations of environmental health laws and regulations.

Ability to read and interpret blue prints and construction plans.

Ability to use and navigate a computer, handheld device or tablet that may be used to conduct, capture and record inspections and investigations.

Ability to plan, develop and supervise the activities of an environmental health division.

Ability to train, evaluate and supervise sanitarians.

Ability to write and to speak effectively.

Ability to evaluate and to interpret findings from environmental health investigations and surveys to determine the maintenance of community health standards.

Ability to conduct hearings for violators of environmental health laws and regulations.

Ability to enforce environmental health laws with firmness and tact.

Ability to deal with public officials, groups and businesses.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in the environmental, biological, chemical or physical sciences from an accredited college or university and four years of experience in conducting complex and technically difficult environmental health inspections and investigations after having obtained Registration as an Environmental Sanitarian.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Candidates for positions in this classification must possess a current license as a Registered Environmental Sanitarian from the Maryland State Board of Environmental Sanitarians.

Positions assigned to the Lead Paint Program must obtain and maintain a Maryland Lead Paint Technician accreditation issued by the Maryland Department of Environment within 6 months of hire; they must also obtain and maintain a Maryland Lead Paint Risk Assessor accreditation issued by the Maryland Department of Environment within 18 months of hire. Failure to obtain and maintain both accreditations are grounds for dismissal.

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal background information.

Candidates must obtain and maintain a Commission from the Police Commissioner of the City of Baltimore as a Special Enforcement Officer within one year of appointment. Failure to obtain or revocation of the Commission by the Police Commissioner is grounds for dismissal. This Commission requires applicants to:

Be at least 18 years of age at the time of Commission; and
Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Some positions in this class require Plans Review Work for Health Code Compliance.

ADOPTED: January 1, 1956

REVISED: April 9, 1975 (title changed)
August 4, 1976
November 9, 1982
February 15, 1985
February 3, 1997 (license changed)
October 24, 2007 (title change)
November 19, 2007 (licensed changed)
April 7, 2009
September 15, 2009
February 29, 2012

Baltimore City Department of Human Resources

PUBLIC HEALTH REPRESENTATIVE I

42560

Enforcement, Protection and
Inspection Investigation Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

A Public Health Representative I works to control and prevent the spread of sexually transmitted diseases or Human Immunodeficiency Virus (HIV) by identifying and counseling people who have been exposed to such diseases and motivating them to be promptly examined and treated. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in homes, health clinics and communities where there is possible exposure to contagious diseases and undesirable environments. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Health Representative II in that it does not perform a full range of investigative work to prevent the spread of sexually transmitted diseases.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Locates and interviews individuals who are either infected with or identified as having been exposed to a sexually transmitted disease (STD) or Human Immunodeficiency Virus (HIV); researches STD history of clients by search and review of medical records, clinic activity, computer search.

Elicits detailed identifying information and attempts to locate persons who may be spreading or at risk of acquiring a sexually transmitted disease as required by program procedures and protocols.

Informs people of their possible exposure to a sexually transmitted disease; counsels them about sexually transmitted diseases and their prevention.

Conducts pre and post-test HIV counseling on all clients who come to STD clinic for examination.

Refers STD infected or exposed patients for appropriate treatment and/or medical follow-up and evaluation as required by program procedures and protocols; follows through to ensure that patients obtain medical treatment.

Ascertains patients' behavioral patterns that may have placed them at risk of acquiring a sexually transmitted disease.

Contacts health care providers (physicians, laboratories or clinics) to gain additional information about patients who have been referred because of having a sexually transmitted disease; follows through to ensure patients have been coming for medical treatment; provides information regarding investigations upon request.

Conducts site visits to clients homes or other sites frequented by the at risk populations; draws blood samples from persons who may have contracted an STD or Human Immunodeficiency Virus (HIV) in accordance with program policies and procedures.

Prepares confidential reports of and documents investigative activity; plots transmission of STD by preparing graphs indicating how contacts spread the diseases.

Conducts educational programs on the prevention and treatment of sexually transmitted diseases.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, understand, retain and transmit information about sexually transmitted diseases.

Ability to motivate others to reveal personal information and seek medical treatment.

Ability to work effectively with people of diverse sexual orientation and ethnic, cultural and socio-economic backgrounds.

Ability to provide and obtain information from people who may be reluctant to communicate and are hostile.

Ability to communicate effectively with health care providers and a diverse population in the community.

Ability to be non-judgmental and keep sensitive information confidential.

Ability to work independently.

Ability to relay and obtain sensitive and personal information in a professional manner.

Ability to educate others concerning sexually transmitted diseases.

Ability to prepare reports and document STD investigations.

Ability to operate a personal computer.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and one year of experience performing investigative work.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Candidates who are hired as Public Health Representatives will be terminated from employment with Baltimore City if they do not complete and pass a required Federal Center for Disease Control training program within the first six months of employment.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 17, 2017

Baltimore City Department of Human Resources

PUBLIC HEALTH REPRESENTATIVE II

42561

Enforcement, Protection and
Inspection Investigation Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

A Public Health Representative II works to control and prevent the spread of sexually transmitted diseases or Human Immunodeficiency Virus (HIV) by identifying and counseling people who have been exposed to such diseases and motivating them to be promptly examined and treated. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in homes, health clinics and communities where there is possible exposure to contagious diseases and undesirable environments. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Health Representative I in that it involves performing a full range of investigation work to help prevent the spread of sexually transmitted disease.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Locates and interviews individuals who are either infected with or identified as having been exposed to a sexually transmitted disease (STD) or Human Immunodeficiency Virus (HIV); researches STD history of clients by search and review of medical records, clinic activity, computer search.

Elicits detailed identifying information and attempts to locate persons who may be spreading or at risk of acquiring a sexually transmitted disease as required by program procedures and protocols.

Informs people of their possible exposure to a sexually transmitted disease; counsels them about sexually transmitted diseases and their prevention.

Conducts pre and post-test HIV counseling on all clients who come to STD clinic for examination.

Refers STD infected or exposed patients for appropriate treatment and/or medical follow-up and evaluation as required by program procedures and protocols; follows through to ensure that patients obtain medical treatment.

Ascertains patients' behavioral patterns that may have placed them at risk of acquiring a sexually transmitted disease.

Contacts health care providers (physicians, laboratories or clinics) to gain additional information about patients who have been referred because of having a sexually transmitted disease; follows through to ensure patients have been coming for medical treatment; provides information regarding investigations upon request.

Conducts site visits to clients homes or other sites frequented by the at risk populations; draws blood samples from persons who may have contracted an STD or Human Immunodeficiency Virus (HIV) in accordance with program policies and procedures.

Prepares confidential reports of and documents investigative activity; plots transmission of STD by preparing graphs indicating how contacts spread the diseases.

Conducts educational programs on the prevention and treatment of sexually transmitted diseases.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, understand, retain and transmit information about sexually transmitted diseases.

Ability to motivate others to reveal personal information and seek medical treatment.

Ability to work effectively with people of diverse sexual orientation and ethnic, cultural and socio-economic backgrounds.

Ability to provide and obtain information from people who may be reluctant to communicate and are hostile.

Ability to communicate effectively with health care providers and a diverse population in the community.

Ability to be non-judgmental and keep sensitive information confidential.

Ability to work independently.

Ability to relay and obtain sensitive and personal information in a professional manner.

Ability to educate others concerning sexually transmitted diseases.

Ability to prepare reports and document STD investigations.

Ability to operate a personal computer.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience performing investigative work.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Candidates who are hired as Public Health Representatives will be terminated from employment with Baltimore City if they do not complete and pass a required Federal Center for Disease Control training program within the first six months of employment.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: December 29, 1993

REVISED: July 9, 1996 (license changed)
August 11, 1999
October 17, 2017 (title changed)

Baltimore City Department of Human Resources

PUBLIC HEALTH REPRESENTATIVE III

42562

Enforcement, Protection and
Inspection Investigation Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

A Public Health Representative III completes complex investigation work to prevent of the spread of sexually transmitted diseases or Human Immunodeficiency Virus (HIV) by identifying and counseling people who have been exposed to such diseases and motivating them to be promptly examined and treated. Work of this class involves lead duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in homes, health clinics and communities where there is possible exposure to contagious diseases and undesirable environments. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Public Health Representative II in that it involves handling complex investigations and leading staff.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Locates and interviews individuals who are either infected with or identified as having been exposed to a sexually transmitted disease (STD) or Human Immunodeficiency Virus (HIV); researches STD history of clients by search and review of medical records, clinic activity, computer search.

Elicits detailed identifying information and attempts to locate persons who may be spreading or at risk of acquiring a sexually transmitted disease as required by program procedures and protocols.

Informs people of their possible exposure to a sexually transmitted disease; counsels them about sexually transmitted diseases and their prevention.

Conducts pre and post-test HIV counseling on all clients who come to STD clinic for examination.

Refers STD infected or exposed patients for appropriate treatment and/or medical follow-up and evaluation as required by program procedures and protocols; follows through to ensure that patients obtain medical treatment.

Ascertains patients' behavioral patterns that may have placed them at risk of acquiring a sexually transmitted disease.

Contacts health care providers (physicians, laboratories or clinics) to gain additional information about patients who have been referred because of having a sexually transmitted disease; follows through to ensure patients have been coming for medical treatment; provides information regarding investigations upon request.

Conducts site visits to clients homes or other sites frequented by the at risk populations; draws blood samples from persons who may have contracted an STD or Human Immunodeficiency Virus (HIV) in accordance with program policies and procedures.

Prepares confidential reports of and documents investigative activity; plots transmission of STD by preparing graphs indicating how contacts spread the diseases.

Conducts educational programs on the prevention and treatment of sexually transmitted diseases.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, understand, retain and transmit information about sexually transmitted diseases.

Ability to motivate others to reveal personal information and seek medical treatment.

Ability to work effectively with people of diverse sexual orientation and ethnic, cultural and socio-economic backgrounds.

Ability to provide and obtain information from people who may be reluctant to communicate and are hostile.

Ability to communicate effectively with health care providers and a diverse population in the community.

Ability to be non-judgmental and keep sensitive information confidential.

Ability to work independently.

Ability to relay and obtain sensitive and personal information in a professional manner.

Ability to educate others concerning sexually transmitted diseases.

Ability to prepare reports and document STD investigations.

Ability to operate a personal computer.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience performing investigative work.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Candidates who are hired as Public Health Representatives will be terminated from employment with Baltimore City if they do not complete and pass a required Federal Center for Disease Control training program within the first six months of employment.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: May 17, 2017

Baltimore City Department of Human Resources

PUBLIC HEALTH REPRESENTATIVE SUPERVISOR

42563

Enforcement, Protection and
Inspection Investigation Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

A Public Health Representative Supervisor plans, conducts and provides direction to others on how to identify and counsel people who have been exposed to sexually transmitted infections (STI) including sexually transmitted diseases and/or HIV and motivating them to be promptly examined and treated. Work of this class involves full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in homes, health clinics and communities where there is possible exposure to contagious diseases and undesirable environments. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of Public Health Representative in that it involves supervising the Public Health Representatives I, II and III's, handling complex problems regularly and training staff.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Supervises a staff of Public Health Representatives including evaluating their performance, disciplining and recommending hiring and firing.

Plans and assigns work to lower level staff.

Evaluates the effectiveness of field investigations and makes recommendations for improvements or changes.

Interprets and implements departmental policy and procedures.

Oversees PHR activities in the clinic and field.

Develops and conducts training programs for staff along with Public Health Representative III.

Locates and interviews individuals who are either infected with or identified as having been exposed to an infectious disease; researches medical history of clients by search and review of medical records, clinic activity, and computer search.

Elicits detailed identifying information and attempts to locate persons who may be spreading or at risk of acquiring a STI infection as required by program procedures and protocols.

Informs people of their possible exposure to a STI; counsels them about STI and their prevention.

Conducts pre and post-test HIV counseling on all clients who come to STI clinic for examination.

Refers STI infected or exposed patients for appropriate treatment and/or medical follow-up and evaluation as required by program procedures and protocols; follows through to ensure that patients obtain medical treatment.

Observes patients' behavioral patterns that may have placed them at risk of acquiring a STI.

Contacts health care providers (physicians, laboratories or clinics) to gain additional information about patients who have been referred because of having a STI; follows through to ensure patients have been coming for medical treatment; provides information regarding investigations upon request.

Observes site visits to clients homes or other sites frequented by the at risk populations; draws blood samples from persons who may have contracted an infectious disease in accordance with program policies and procedures.

Prepares confidential reports of and documents investigative activity; plots transmission of STI's by preparing graphs indicating how contacts spread the diseases.

Conducts educational programs on the prevention and treatment of STI's.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, understand, retain and transmit information about STI's.

Ability to motivate others to reveal personal information and seek medical treatment.

Ability to work effectively with people of diverse sexual orientation and ethnic, cultural and socio-economic backgrounds.

Ability to provide and obtain information from people who may be reluctant to communicate and are hostile.

Ability to communicate effectively with health care providers and a diverse population in the community.

Ability to be non-judgmental and keep sensitive information confidential.

Ability to work independently.

Ability to relay and obtain sensitive and personal information in a professional manner.

Ability to educate others concerning STI's.

Ability to prepare reports and document STI investigations.

Ability to operate a personal computer.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and six years' of experience in infectious disease, STI and/or HIV Prevention Program preferred.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit is required.

NOTE: Candidates who are hired as Public Health Representative Supervisor must have current certification in the classes below:

- Disease Intervention Specialist Certification (Passport to Partner Services)
- Current HIV Counseling and Testing
- Current course on Community Outreach Screening and Health Education
- Risk Management course on bio-hazard safety
- Phlebotomy certification

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 1, 2016

REVISED: June 29, 2016

Baltimore City Department of Human Resources

PUBLIC HEALTH INVESTIGATOR

42571

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Health Inspection Group

I. CLASS DEFINITION

A Public Health Investigator identifies, locates and makes home visits to people who may need medical care, health risk assessments, counseling, medical testing, health treatment monitoring or health care referral. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek that may include evening work. Work is performed in homes, health clinics, and communities where there is possible exposure to contagious diseases. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Department of Health, upon referral from hospitals, clinics and other agencies, identifies, locates, contacts and arranges home visits to ascertain the health status and home environment of clients diagnosed with medical conditions such as lead paint poisoning, HIV/AIDS, tuberculosis, sexually transmitted diseases and related medical problems or clients needing prenatal, postpartum and neonatal care; arranges clinic visits for clients.

May solicit specimen samples from clients so that follow-up laboratory tests can be performed.

May monitor lead levels of children identified with lead paint poisoning to ensure they are receiving timely medical care in compliance with Center for Disease Control (CDC) requirements.

May examine children's case records and reports generated by the Maryland State Department of Health and Mental Hygiene to ascertain the most recent test date, testing facility and the child's lead level.

Encourages parents to bring children to health clinics and other medical facilities for medical care and to meet scheduled appointments and may determine, based on findings, whether a follow-up visit is warranted.

Observes the health status and home environment of residents; provides nutrition and health education literature, stresses importance of medical appointments and tests; conducts visual review of housing and explains and demonstrates how to perform lead abatement and clean-up, where necessary; interviews clients and children; takes environmental samples of paint, water, dust and other household materials for testing.

Observes the health status, lifestyle, behavior and home environment of patients with or suspected of having HIV/AIDS, STDs, tuberculosis and other communicable diseases; provides nutrition, lifestyle and behavior modification and health education literature, stresses importance of lifestyle and behavior modifications, medical appointments, tests and taking medicines at prescribed times; interviews and counsels family members of patients with HIV/AIDS, STDs, tuberculosis and other communicable diseases.

Refers clients to appropriate health and social service agencies when needed; helps clients obtain needed services.

Schedules, reschedules and encourages patients to keep medical appointments; may discuss patients' reasons for failure to keep appointments and help resolve routine scheduling and transportation problems.

In neighborhood health clinics, may register patients; may assist nurse in delivery of primary care, including screening patients for weight, height, diabetes, blood pressure, hemoglobin and vision status; may provide blood pressure screening and education at neighborhood sites other than the health clinics.

May participate with others in conducting educational and informational meetings, programs and public health fairs on HIV/AIDS, tuberculosis, lead paint poisoning and STDs with the general public and targeted at-risk populations.

Initiates and maintains contact with hospitals, physician’s offices, pharmacies and laboratories in order to gain their cooperation in monitoring and reporting patient visits.

May collect and report required data to the State of Maryland AIDS Administration.

Reviews policies and procedures to assess effectiveness, makes recommendations for improvement and reports findings to superiors.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of community social and medical resources.

Knowledge of interviewing and investigational techniques.

Knowledge of public health services and practices.

Ability to obtain and record factual information from interviews, printouts and other documents.

Ability to conduct home environment visits, resolve problems tactfully and to obtain cooperation from patients and medical and social service professionals in private and public agencies

Ability to perform simple, non-invasive medical tests, when necessary.

Ability to communicate effectively, both orally and in writing.

Ability to understand medical terms.

Ability to explain and promote health care programs and initiatives, such as the lead paint poisoning program, to health care providers, clients and their families

Ability to motivate others to seek medical help and change lifestyle behavior.

Ability to communicate effectively, both orally and in writing.

Ability to develop and maintain a good working relationship with clinic patients, parents, children and co-workers, and the general public.

Ability to analyze routine medical reports.

Ability to prepare reports and maintain files and records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and two years of experience investigating the home environment or health status of men, women, children, the disabled, elderly or persons diagnosed with HIV/STD or conducting health risk assessments.

Equivalencies – One year of additional education may be substituted for each year of the required experience.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Some positions in this class must hold and maintain current certification as a Certified Nursing Assistant issued by the Maryland Board of Nursing.

Positions in this class performing lead paint poisoning investigation must, after employment, obtain and maintain current Lead Inspector Technician certification, current Visual Inspector certification and current Water Sampler certification issued by the Maryland State Department of the Environment.

Some positions in this class may require a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

ADOPTED: January 28, 2004

REVISED: August 25, 2011

Baltimore City Department of Human Resources

ZONING EXAMINER TRAINEE

42611

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Examiner Trainee receives training in the practices and procedures of examining building and related applications for compliance with zoning ordinances. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Learns the techniques for examining building and related applications to determine compliance with municipal zoning ordinances and the procedures for issuing building permits and licenses.

Receives and processes building and related applications for permits and licenses.

With others, makes inspections of building and sites and prepares reports regarding complaints concerning zoning violations.

Collects and compiles documents and data for use in the investigation of zoning violations and the preparation of court cases; submits materials to courts, State's Attorney and the grand jury.

Answers public inquiries regarding zoning regulations and ordinances.

With others, prepares appeals of zoning determinations for submission to the Board of Municipal and Zoning Appeals.

Maintains pertinent zoning files and records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and interpret regulations, procedures, standards, legislation and codes.

Ability to read and understand construction plans and maps, sketches and blueprints.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with others, especially the public.

Ability to maintains records and prepare simple reports.

Ability to learn zoning examination methods and techniques.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: January 1, 1956

REVISED: April 9, 1959
November 18, 1965
September 1, 1982 (title changed)
February 9, 1984 (title changed)

Baltimore City Department of Human Resources

ZONING EXAMINER I

42612

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Examiner I reviews and examines building applications for compliance with zoning ordinances, codes and regulations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where normal working conditions are encountered and occasionally in the field where there may be exposure to seasonal extremes of weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Zoning Examiner II in that it does not involve lead work or involve complex or specialized zoning work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Zoning Administration and Enforcement Division of the Department of Housing and Community Development, receives, examines and makes recommendations on building and related applications for compliance with municipal zoning ordinances and regulations and issues building permits and licenses.

Investigates, responds and prepares reports on complaints concerning zoning, historical and architectural preservation or urban renewal plan violations.

May investigate and issue Violation Notices and Environmental Citations to property owners or tenants for specific zoning, housing, building, health, sanitation or fire prevention violations based on relevant City Codes and documents cases for prosecution of violators.

Collects and compiles documents and data for use in the investigation of zoning violations and the preparation of court cases; submits materials to courts, the State's Attorney, and the grand jury.

Prepares plats, plans and other documents related to appeals of zoning decisions for submission to the Board of Municipal and Zoning Appeals.

Prepares applications for historic statues and related documents for submission to the Commission on Architectural and Historical Preservation.

Answers public inquiries concerning zoning, urban renewal plans, Master Plans and Commission on Architectural and Historic Preservation (CHAP) ordinances, laws and regulations.

Maintains files of legal zoning decisions and current zoning maps and plats; maintains zoning records utilizing the computer and common business software packages; updates maps and plats using graphic information systems.

Prepares correspondence for superiors responding to inquiries regarding zoning laws, decisions and processes.

Reviews proposed revisions to zoning legislation or CHAP ordinances; may prepare response or draft revisions.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of examining building plans for compliance with zoning ordinances and regulations.

Knowledge of zoning ordinances and regulations.

Ability to understand, interpret and apply zoning ordinances and regulations.

Ability to communicate effectively orally and in writing.

Ability to read and analyze plats and maps

Ability to establish and maintain effective working relationships with others.

Ability to maintain records and prepare reports utilizing the computer and common business software packages.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Completion of two years at an accredited college or university with coursework in urban or regional planning, geography, or a related curriculum.

Equivalencies - Experience in zoning, urban or regional planning, historical preservation work or housing inspection may be substituted for the required education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: January 1, 1956

REVISED: November 29, 1957
April 9, 1959
October 6, 1960
April 28, 1966
June 30, 1971
September 1, 1982 (title changed)
February 9, 1984 (title changed)
February 25, 1987
March 21, 1996
December 23, 2004 (license changed)
March 8, 2005 (M.Q. changed)
March 24, 2005
March 25, 2013

Baltimore City Department of Human Resources

ZONING EXAMINER II

42613

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Examiner II assigns, reviews and approves the work of zoning examiners and performs complex zoning appeals work. The work of this class involves leading zoning employees, but does not involves full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where normal working conditions are encountered and occasionally in the field where there may be exposure to seasonal extremes of weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Zoning Examiner I in that it involves assigning, reviewing and correcting the work of zoning examiners and performing complex or specialized zoning work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Zoning Administration and Enforcement Division of the Department of Housing and Community Development, assigns, reviews and corrects the work of subordinate zoning examiners.

Receives, examines and makes recommendations on complex commercial, historical and architectural preservation, residential and waterfront zoning permits and other municipal appeals and applications.

Investigates and issues Violation Notices and Environmental Citations to property owners or tenants for specific zoning, housing, building, health, sanitation or fire prevention violations based on relevant City Codes, and documents cases for prosecution of violators.

Investigates, responds and prepares reports on complaints concerning zoning, historical and architectural preservation, urban renewal plan or Master Plan violations and documents cases for prosecution of violators.

Prepares plats, plans and other documents related to appeals of zoning decisions for submission to the Board of Municipal and Zoning Appeals.

Maintains files and records of legal zoning and other decisions; maintains current zoning maps and plats; updates zoning maps in accordance with zoning changes using graphic information systems.

Reviews and makes recommendations on proposed zoning, Commission on Historical and Architectural Preservation (CHAP) and urban renewal and Master Plan legislation; prepares responses and drafts legislation.

Conducts studies of and makes recommendations on existing zoning laws.

Reviews and prepares applications for historic status and related documents for submission to the Commission for Historical and Architectural Preservation.

Prepares and issues zoning permits and maintains zoning records utilizing the computer and common business software packages.

Answers public inquiries and advises individuals, community groups, organizations and official bodies on zoning, CHAP and Urban renewal/Master Plan regulations and appeals, enforcement policies and proposed legislation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods of examining building plans for compliance with zoning ordinances and regulations.

Knowledge of zoning ordinances and regulations pertaining to commercial, residential, waterfront and historic districts.

Knowledge of the authority, functions, duties and responsibilities of the Board of Municipal and Zoning Appeals.

Skill in understanding, interpreting and applying zoning ordinances and regulations.

Skill in reading and analyzing maps and plats.

Ability to assign, review and correct the work of others.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records, update maps and prepare reports utilizing the computer and common business software packages.

Ability to draft legislation for zoning, historical preservation and urban renewal.

Analytical ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An Associate of Arts degree in urban or regional planning, geography or a related curriculum from an accredited college or university and three years of experience in the examination and interpretation of building plans for compliance with zoning ordinance and regulations.

Equivalencies – Additional experience in the examination and interpretation of building plans for compliance with zoning ordinances and regulations or experience in urban or regional planning, historical preservation work or experience in housing inspection may be substituted for the required education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 23, 1958

REVISED: October 13, 1960
December 30, 1961
May 12, 1966
September 1, 1982 (title changed)
February 9, 1984 (title changed)
February 25, 1987
December 23, 2004 (license changed)
March 8, 2005 (M.Q. changed)
March 24, 2005
March 25, 2013

Baltimore City Department of Human Resources

ZONING ENFORCEMENT OFFICER

42617

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Enforcement Officer supervises a unit with responsibility for the application and enforcement of zoning regulations for Baltimore City government. Work of this class involves supervising the activities of zoning enforcement examiners.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed primarily in an office where normal working conditions are encountered and occasionally in the field where there may be exposure to seasonal extremes of weather. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Zoning Administration and Enforcement Division of the Department of Housing and Community Development, oversees and coordinates the application, enforcement and appeal of Baltimore City's zoning, historical and architectural ordinances and regulations, urban renewal plan and master plan.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate zoning examination personnel.

Drafts and recommends changes in zoning policies and procedures to superior; develops and designs applications and forms;

Analyzes the provisions of zoning and historical and architectural preservation ordinances and master plans; recommends amendments; drafts legislation.

Analyzes and interprets zoning ordinances, urban renewal plan, master plan and historical and architectural preservation ordinances to determine applicability to complex zoning issues and cases; provides technical advice to staff, superiors and community.

Develops plans to address and resolve complex zoning issues; initiates, schedules and coordinates special initiatives and inspections of structures and properties to ensure compliance with the provisions of zoning ordinances.

Investigates and resolves complaints; conducts special studies as assigned.

May investigate and issue Violation Notices and Environmental Citations to property owners or tenants for specific zoning, housing, building, health, sanitation or fire prevention violations based on relevant City Codes; prepares reports on complaints of zoning violations and documents cases for prosecution of violators.

Reviews complex commercial, residential and waterfront zoning proposals, applications, and cases and refers zoning appeals to the Board of Municipal and Zoning Appeals when appropriate.

Reviews complex proposals involving historic status of properties; refers to Commission on Historical and Architectural Preservation.

Oversees the preparation and issuance of zoning permits and the maintenance of zoning records utilizing the computer and common business software packages.

Answers public inquiries and advises individuals, community groups, organizations and official bodies on zoning enforcement complaints, regulations, appeals, applications, policies and proposed legislation.

Develops and conducts technical training sessions for staff; oversees implementation of new procedures.

Maintains public access to the official collection of zoning maps, ordinances and related documents; ensures that maps and plats are updated using graphic information systems.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of municipal zoning ordinances, laws and regulations.

Knowledge of the organizations and procedures of State and local agencies and courts dealing with land use control laws and processes.

Knowledge of building construction materials and operations.

Knowledge of the procedures and methods used in examining and inspecting structures and real property for compliance with zoning ordinances, laws and regulations.

Ability to analyze and draft legislation for zoning, historic preservation and urban renewal.

Skill in examining and interpreting construction plans and blueprints for compliance with zoning ordinances and regulations.

Skill in understanding, interpreting and applying zoning ordinances.

Ability to plan, direct and coordinate programs and operations to enforce municipal zoning regulations.

Ability to utilize the computer and common business and GIS software packages to update maps and plats, maintain records, and produce reports for a municipal zoning program.

Ability to evaluate procedures, define goals and develop and implement work strategies.

Skill in communicating effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to train personnel in zoning examination processes and techniques.

Ability to compile, synthesize and analyze data and to prepare narrative and statistical reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in urban or regional planning, geography or a related curriculum from an accredited college or university and four years of experience in the examination and interpretation of building plans for compliance with zoning ordinances and regulations.

Equivalencies - Additional experience in the examination and interpretation of building plans for compliance with zoning ordinances and regulations or experience in urban or regional planning, historical preservation work or housing inspection maybe substituted for the required education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license, or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 23, 2005
March 25, 2013

Baltimore City Department of Human Resources

ZONING ADMINISTRATOR

42618

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Administrator directs the zoning enforcement activities of Baltimore City government. Work of this class involves directing the activities of zoning examination work units.

Incumbents receive managerial direction from an administrative superior. Employees in this class work a conventional workweek. Work is performed in an office where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Directs and coordinates zoning enforcement and related zoning activities with housing code enforcement, building inspection, neighborhood development, community organization and related programs and activities of the Department of Housing and Community Development and other City departments.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of zoning examination personnel.

Develops and designs applications and forms and recommends and implements policies and procedures.

Reviews and analyzes the provisions of zoning ordinances and recommends amendments to update ordinances.

Interprets the zoning ordinance to determine applicability to zoning issues and cases.

Initiates and directs inspections of structure and properties to determine and insure compliance with the provisions of zoning ordinances.

Reviews zoning proposals, applications, and cases and refers zoning appeals to the Board of Municipal and Zoning Appeals when appropriate.

Directs the issuance of zoning permits and the maintenance of zoning records.

Directs the maintenance of and public access to the official collection of zoning maps, ordinances and related documents.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of municipal zoning ordinances, laws and regulations.

Knowledge of the organizations and procedures of State and local agencies and courts dealing with land use control laws and processes.

Knowledge of building construction materials and operations.

Knowledge of the procedures and methods used in examining and inspecting structures and real property for compliance with zoning ordinances, laws and regulations.

Knowledge of the legal procedures involved in zoning enforcement.

Ability to evaluate procedures, define goals and develop programs.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to write reports.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and five years of experience in the examination and interpretation of building plans for compliance with zoning ordinances and regulations, including one year of experience in disciplining, evaluating the performance of and recommending the hiring, firing and promoting of others.

Equivalencies - Equivalent combination of education and experience. Non-supervisory experience or education may not be substituted for the required supervisory experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 10, 1969

REVISED: February 9, 1984

Baltimore City Department of Human Resources

ZONING APPEALS ADVISOR (BOARD OF MUNICIPAL AND ZONING APPEALS)

42621

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Zoning Group

I. CLASS DEFINITION

A Zoning Appeals Advisor (Board of Municipal and Zoning Appeals) receives and analyzes applications and drawings for zoning appeals from the public. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office setting where normal working conditions are encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Reviews, assigns and corrects the work of zoning examiners and instructs in the receipt and examination of applications for appeals hearings before the Board of Municipal and Zoning Appeals.

Receives and analyzes applications and drawings for appeals from the public; writes reports and recommendations on appeals for review by Executive Director and Board using zoning laws, court decisions, zoning appeal determinations and other factors in deciding on recommendations; inspects properties to make recommendations on appeals.

Attends and participates in hearings of the Board of Municipal and Zoning Appeals and advises the Board on appeals.

Analyzes proposed zoning ordinances and writes reports and recommendations concerning changes in zoning laws for review by Executive Director.

Advises and answers inquiries from builders, architects, engineers, lawyers, civic organizations and the public on zoning and other municipal appeals and the rules and procedures of the Board.

Instructs others and participates in the maintenance of records, files, maps and plats and in plotting changes in the City's zoning maps.

Writes reports on appellate court decisions involving zoning cases for the Board and records case data in index file.

Writes annual statistical report including the actions of the Board in the report.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of zoning ordinances, laws and regulations.

Knowledge of the techniques and methods used in analyzing municipal and zoning appeals.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to write reports.

Ability to assign, review and correct the work of others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and three years of experience in zoning administration or enforcement.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

ADOPTED: November 16, 1961

REVISED: July 10, 1979 (title changed)
February 9, 1984

Baltimore City Department of Human Resources

INSPECTOR TRAINEE

42911

Enforcement, Protection and
Inspection Division
Inspection and Investigative Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

An Inspector Trainee receives training in inspection practices and procedures in a construction or code enforcement field. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed outdoors or in dwellings where there is exposure to adverse weather, unsanitary conditions and construction or traffic hazards. Work requires standing, walking or climbing on a regular basis.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class involves the performance of entry-level inspection work in one of the following areas: public works, pollution control, alleys and footways, materials, cable, weights and measures, or housing or building code enforcement.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Learns the techniques for inspecting construction projects or materials for compliance with specifications, sketches and standards.

Learns the techniques of inspecting housing and other structures for compliance with codes.

Learns to perform calculations related to an inspection field.

Learns to perform simple field tests, construction materials tests or weights and measures tests.

Receives training in data gathering and reporting procedures.

Learns procedures for dealing with contractor's personnel, citizen complaints and owners and occupants of structures.

Maintains records, draws sketches and writes reports of findings.

May drive to a work site.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and interpret regulations, procedures, standards, legislation and codes.

Ability to perform arithmetic calculations.

Ability to learn to read blueprints, sketches and diagrams.

Ability to follow oral and written directions.

Ability to establish satisfactory relationships with others.

Ability to keep records and write reports.

Ability to learn inspection methods and techniques.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies ~~-~~ Not Applicable. ~~Six months of experience in performing inspection work in one of the following areas may be substituted for each year of the high school requirement: public works, pollution control, alleys and footways, cable, materials, weights and measures, or housing or building code enforcement.~~

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required for some positions in this class.

ADOPTED: June 18, 1969

REVISED: January 24, 1978 (title changed)
September 1, 1982 (title changed)
August 24, 1983 (title changed)
October 26, 1983
April 4, 1997 (license changed)

May 2, 2007
July 11, 2017 (equivalencies changed)

Baltimore City Department of Human Resources

LICENSE AND RIGHT OF WAY INSPECTOR

42912

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A License and Right of Way Inspector conducts scheduled and unscheduled inspections of Street Vendors' facilities to ensure compliance with Baltimore City Codes and Ordinances. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work a conventional workweek that may include evenings, and weekends. The employees work in an office and on site of violations where such conditions as seasonal weather extremes, hazardous waste, and hostile confrontations may be encountered. Work involves moderate physical exertion involving long periods of stooping, standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Patrols assigned area of the City to conduct scheduled and unscheduled inspection of vendors' mobile facility to ensure it is located in the proper area, licenses are displayed and they are properly disposing of waste.

Issues non-license, failure to comply with time zone and improper location violation notices and environmental citations to vendors found in violation of Baltimore City Codes and Ordinances.

Conducts inspections at special events and large festivals to ensure compliance of permit conditions.

Reviews requests for licenses to ensure compliance with local and state guidelines and ordinances.

Review and investigate citizen complaints.

Maintains files of all violation notices and citations issued.

Prepares narrative reports of findings during inspections for superior's review.

Maintains and updates database on actions taken against a vendor's facility.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn and apply Baltimore City Codes and Ordinances.

Ability to perform inspections and determine code violations.

Ability to deal effectively with vendors and the general public.

Ability to establish and maintain an effective working relationship with others.

Ability to respond effectively in stressful situations with tact and diplomacy.

Ability to work independently and without supervision.

Ability to communicate effectively, both orally and in writing.

Ability to operate a personal computer effectively to retrieve data and generate reports.

Ability to maintain legible, accurate and thorough records and documents.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from accredited high school or possession of a GED certificate and two years of experience performing inspections for compliance and interacting with customers.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: December 24, 2014

REVISED: June 21, 2016

Baltimore City Department of Human Resources

CODE ENFORCEMENT INVESTIGATOR I

42931

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Code Enforcement Investigator I investigates alleged violations of environmental and housing code regulations and laws and participates in identifying violators and planning their apprehension, indictment and conviction. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees in this class work a conventional workweek that may include evenings, weekends and holidays. The employees work in an office and on site of violations where such conditions as seasonal weather extremes, hazardous waste, and hostile confrontations may be encountered. Work involves moderate physical exertion involving long periods of stooping, standing, climbing and jumping.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Code Enforcement Investigator II in that it involves performing a full range of environmental and housing code investigation and research duties requiring a knowledge of environmental and housing code regulations and laws.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Code Enforcement Legal Division of the Department of Housing and Community Development, may with a Baltimore City Police Officer, investigates complaints and violations of environmental and housing code laws such as illegal dumping under 500 pounds of trash and debris, graffiti and illegal storage or disposal of non-hazardous materials and wastes without proper licensing by inspecting sites, documenting conditions and violations, gathering evidence and researching clues and leads.

Interviews witnesses, complainants, potential suspects and their family members, co-workers, employers and neighbors, to obtain information that will lead to the location, identification and apprehension of individual or corporate violators; pursues leads obtained in interviews.

Conducts scheduled and unscheduled patrols of known dumping or graffiti grounds and areas; conducts long-term covert observations of suspects and areas, using video, cameras and related equipment to document findings.

Conducts computer database and tax, land title and related City, State and Federal government record searches to identify and locate individuals and businesses violating environmental laws and housing codes.

Interprets State statutes and City ordinances regarding the protection of the environment and the enforcement of housing codes and regulations; prepares legal documents such as search warrants, statements of probable cause, criminal, civil and environmental citations based on pertinent code violations.

Participates in developing and planning investigations and enforcement strategies with Baltimore City Police and personnel from environmental enforcement programs; participates in joint investigative and surveillance operations.

Maintains 2-way radio contact and liaison with Baltimore City Police to respond to and request arrests for in-progress environmental violations like dumping and to prevent or resolve site problems with property owners or suspects; provides information to district Police Officers regarding environmental violations or suspects.

In the course of conducting investigations, inspects industrial, demolition and waste disposal sites, landfills, transfer stations, motor vehicle repair shops and related residential and commercial properties to determine compliance with environmental and housing code regulations; documents conditions by photographing evidence and preparing written reports.

Uses two-way radio to maintain contact with Police Department and unit and to request City services, such as bulk trash pick up or sanitation enforcement, to prevent or resolve problems related to the commission of environmental crimes.

Drafts and issues environmental criminal and civil citations to violators and homeowners; writes criminal summons and prepares arrest warrants for court approval.

Testifies in court as expert witness on arrests made or criminal citations issued for violations of environmental laws and housing codes; defends the City’s issuance of citations at Environmental Control Board hearings.

Serves criminal summons documents within the City of Baltimore and civil summons documents within the State of Maryland on suspects and code violators.

Serves Drug Nuisance Complaints on defendants and posts nuisance properties with copies of Complaint.

Prepares narrative reports to document investigative activity and findings and to justify prosecution of a case; maintains pertinent records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of investigative methods, techniques, practices and procedures.

Knowledge of environmental hazards and housing code violations.

Knowledge of environmental and housing codes and regulations.

Skill in conducting investigative interviews and eliciting cooperation of individuals and businesses.

Skill in investigative methods.

Ability to comprehend, interpret and apply environmental regulations and housing codes.

Ability to comprehend, interpret and apply rules, regulations and policies relevant to criminal and civil investigations.

Ability to utilize sound judgement and remain calm under stressful situations.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, co-workers, governmental employees and officials and enforcement officers.

Ability to deal effectively with the general public.

Ability to observe and identify objects and activities that serve as evidence of an environmental or housing code crime or violation.

Ability to testify as an expert witness in court and defend findings.

Ability to prepare narrative reports explaining investigative activity and findings and justifying persecution of a case.

Ability to utilize photographic equipment to photograph and document criminal evidence.

Ability to utilize personal safety clothing and apparatus including respirators, batons and handcuffs.

Ability to maintain confidentiality of sources and records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED and two years of experience investigating environmental, housing or other code violations, conducting environmental health or related code inspections, enforcing ordinances, regulations and public laws, or in monitoring and enforcing compliance with program requirements.

Equivalencies – Each additional year of education at an accredited college or university may substitute for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

Employees must participate in and successfully complete on-going skill development training related to investigation and enforcement of environmental laws and ordinances.

ADOPTED: MARCH 25, 2009

Baltimore City Department of Human Resources

ENVIRONMENTAL CRIMES INVESTIGATOR

42932

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

An Environmental Crimes Investigator investigates alleged violations of environmental regulations and laws and participates in identifying violators and planning their apprehension, indictment and conviction. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical supervisor. Employees in this class work rotating shifts, including evenings, weekends and holidays and are subject to 24-hour callback on a rotating basis. The employees work in an office and on site of violations where such conditions as seasonal weather extremes, hazardous waste, and hostile confrontations may be encountered. Work involves moderate physical exertion involving long periods of stooping, standing, climbing and jumping.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

On an assigned shift, with a Baltimore City Police Officer, investigates complaints and violations of environmental laws such as illegal dumping, graffiti and illegal storage or disposal of hazardous wastes by inspecting sites, documenting conditions, gathering evidence and researching clues and leads.

Interviews witnesses, complainants and potential suspects to obtain information that will lead to the identification and apprehension of perpetrators; pursues leads obtained in interviews.

Interprets State statutes and City ordinances regarding the protection of the environment.

Participates in developing and planning investigations and enforcement strategies with Baltimore City Police and personnel from environmental enforcement programs; participates in joint investigative and surveillance operations.

With Baltimore City Police Officer, responds to violations in-progress; provides information to district Police Officers regarding environmental violations or suspects.

In the course of conducting investigations, inspects industrial, demolition and waste disposal sites, landfills, transfer stations and motor vehicle repair shops to determine compliance with environmental regulations; documents conditions by photographing evidence and preparing written reports.

Uses two-way radio to maintain contact with Police Department and unit and to request City services, such as bulk trash pick up or sanitation enforcement, to prevent or resolve problems related to the commission of environmental crimes.

Writes criminal summons and prepares arrest warrants for court approval.

Testifies in court as expert witness on arrests made or criminal citations issued for violations of environmental laws.

Prepares narrative reports to document investigative activity and findings and to justify persecution of a case; maintains pertinent records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of investigative methods, techniques, practices and procedures.

Knowledge of environmental hazards.

Knowledge of environmental codes and regulations.

Skill in conducting investigative interviews and eliciting cooperation.

Skill in investigative methods.

Ability to comprehend, interpret and apply environmental regulations.

Ability to comprehend, interpret and apply rules, regulations and policies relevant to criminal investigations.

Ability to utilize sound judgement and remain calm under stressful situations.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with superior, co-workers, governmental employees and officials and enforcement officers.

Ability to deal effectively with the general public.

Ability to observe and identify objects and activities that serve as evidence of an environmental crime.

Ability to prepare narrative reports explaining investigative activity and findings and justifying persecution of a case.

Ability to utilize photographic equipment to photograph and document criminal evidence.

Ability to utilize personal safety clothing and apparatus including respirators, batons and handcuffs.

Ability to maintain confidentiality.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED and three years of experience investigating environmental or other code violations, conducting environmental health inspections, enforcing ordinances, regulations and public laws, or in monitoring and enforcing compliance with program requirements.

Equivalencies – Each additional year of education at an accredited college or university may substitute for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

Employees must participate in and successfully complete on-going skill development training related to investigation and enforcement of environmental laws and ordinances.

ADOPTED: December 3, 2003

Baltimore City Department of Human Resources

CODE ENFORCEMENT INVESTIGATOR II

42933

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Code Enforcement Investigator II conducts investigations of a complex, high-profile and sensitive nature of alleged violations of environmental and housing code regulations and laws, identifies violators and participates in planning their apprehension, indictment and conviction. Work of this class involves leading code enforcement investigators, but does not involve full supervisory duties or responsibilities.

Incumbents receive general supervision from a technical supervisor. Employees in this class work a conventional workweek that may include evenings, weekends and holidays. The employees work in an office and on site of violations where such conditions as seasonal weather extremes, hazardous waste, and hostile confrontations may be encountered. Work involves moderate physical exertion involving long periods of stooping, standing, climbing and jumping.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Code Enforcement Investigator I in that it involves assigning, reviewing and scheduling the work of subordinate investigators; and performing environmental and housing code investigation and research duties of a complex, sensitive or high-profile nature.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

In the Code Enforcement Legal Division of the Department of Housing and Community Development, assigns and reviews, organizes and schedules the work of others; may issue verbal reprimands and train code enforcement investigative employees.

May with a Baltimore City Police Officer, investigates complex, sensitive and high-profile complaints and violations of environmental and housing code laws such as illegal dumping of over 500 pounds of trash and debris, graffiti and illegal storage or disposal of hazardous and toxic materials and wastes without proper licensing by inspecting sites, documenting conditions and violations, gathering evidence and researching clues and leads.

Interviews witnesses, complainants, potential suspects and their family members, co-workers, employers and neighbors, to obtain information that will lead to the location, identification and apprehension of individual or corporate violators; pursues leads obtained in interviews.

Conducts scheduled and unscheduled patrols of known sensitive, high-profile, dangerous and notorious dumping or graffiti grounds and areas; conducts long-term covert observations of suspects and areas, using video, cameras and related equipment to document findings.

Conducts all CBI Demolition computer database and tax, land title and related City, State and Federal government record searches to identify and locate individuals and businesses violating environmental laws and housing codes; assigns and coordinates the computer database and tax, land title and related City, State and Federal government record searches of subordinate employees.

Interprets State statutes and City ordinances regarding the protection of the environment and the enforcement of housing codes and regulations for subordinate investigators; prepares legal documents such as search warrants, statements of probable cause, criminal, civil and environmental citations based on pertinent code violations.

Develops and plans complex, sensitive and high-profile investigations and enforcement strategies with Baltimore City Police and personnel from environmental enforcement programs; participates in joint investigative and surveillance operations.

Maintains 2-way radio contact and liaison with Baltimore City Police to respond to and request arrests for in-progress environmental violations like dumping and to prevent or resolve site problems with property owners or suspects; provides information to district Police Officers regarding environmental violations or suspects.

In the course of conducting investigations, inspects industrial, demolition and waste disposal sites, landfills, transfer stations, motor vehicle repair shops and related residential and commercial properties to determine compliance with environmental and housing code regulations; documents conditions by photographing evidence and preparing written reports.

Uses two-way radio to maintain contact with Police Department and unit and to request City services, such as bulk trash pick up or sanitation enforcement, to prevent or resolve problems related to the commission of environmental crimes.

Drafts and issues environmental criminal and civil citations to violators and homeowners in complex, high-profile and sensitive cases; writes criminal summons and prepares arrest warrants for court approval; reviews and approves citations written by subordinate investigators.

Assembles, coordinates the work of and leads environmental and related code violation investigative teams.

Testifies in court as expert witness on arrests made or criminal citations issued for violations of environmental laws and housing codes in complex and high-profile cases; defends the City’s issuance of citations at Environmental Control Board hearings.

Serves criminal summons documents within the City of Baltimore and civil summons documents within the State of Maryland on high-profile or hard-to-find suspects and code violators.

Advises superiors on environmental and related code violation trends, problems, areas of concentration and corrective strategies.

Serves Drug Nuisance Complaints on high-profile and controversial defendants and posts nuisance properties with copies of Complaint.

Reviews, edits and approves narrative reports to document investigative activity and findings and to justify prosecution of a case; maintains pertinent records.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of environmental, housing and related code violation investigative methods, techniques, practices and procedures.

Knowledge of environmental, housing and related code hazards and violations.

Knowledge of City, State and Federal environmental, housing and related codes and regulations.

Skill in conducting complex, sensitive or high-profile investigative interviews and eliciting cooperation of individuals and businesses.

Skill in observing and identifying objects and activities that serve as evidence of an environmental or housing code crime or violation.

Skill in comprehending, interpreting and applying rules, regulations and policies relevant to criminal and civil investigations.

Skill in investigative methods.

Skill in testifying as an expert witness in court and defending findings.

Ability to comprehend, interpret and apply environmental regulations and housing codes.

Ability to utilize sound judgement and remain calm under stressful situations.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with superiors, co-workers, governmental employees and officials and enforcement officers.

Ability to deal effectively with the general public.

Ability to lead and coordinate a team engaged in environmental and housing code violation investigations.

Ability to prepare narrative reports explaining investigative activity and findings and justifying persecution of a case.

Ability to train others.

Ability to assign, review and correct the work of subordinate employees.

Ability to utilize photographic equipment to photograph and document criminal evidence.

Ability to utilize personal safety clothing and apparatus including respirators, batons and handcuffs.

Ability to maintain confidentiality of sources and records.

Ability to compose detailed narrative and statistical reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – Graduation from an accredited high school or possession of a GED and four years of experience investigating environmental, housing or other code violations, conducting environmental health or related code inspections, enforcing ordinances, regulations and public laws, or in monitoring and enforcing compliance with program requirements.

Equivalencies – Each additional year of education at an accredited college or university may substitute for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Incumbents must be eligible to obtain a Certificate of Appointment as a Special Enforcement Officer by the Police Commissioner of the City of Baltimore prior to hire. Revocation of the Certificate of Appointment by the Police Commissioner is grounds for dismissal. Certificate of Appointment as a Special Enforcement Officer requires the applicant to:

- Be 21 years of age: and
- Satisfactorily pass a fingerprint and background investigation conducted by the Baltimore City Police Department.

Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

Employees must participate in and successfully complete on-going skill development training related to investigation and enforcement of environmental laws and ordinances.

ADOPTED: March 25, 2009

Baltimore City Department of Human Resources

LIQUOR BOARD INSPECTOR I

42941

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Liquor Board Inspector I receives training in and conducts routine inspections, investigations and observations of Baltimore City bars, restaurants and related establishments licensed for the public sale of alcoholic beverages. Work of this class involves no supervisory duties or responsibilities.

Work is performed under the close supervision of a technical superior. Employees in this class work a variable workweek that involves weekend, late evening and early morning hours. Work is performed in various City neighborhoods where such conditions as the seasonal extremes of weather are encountered. The work involves long periods of standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liquor Board Inspector II in that it involves receiving training in and conducting routine inspections and investigations of Baltimore City establishments licensed for the public sale of alcoholic beverages.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, receives training in and, as directed by superiors, conducts routine scheduled inspections, unscheduled violation complaint investigations and unscheduled observations during operational hours of Baltimore City establishments licensed for the public sale of alcoholic beverages in conformance with Article 2B-Alcoholic Beverages, of the Annotated Code of Maryland and the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

May assist Liquor Board Inspector II's in conducting their inspections, investigations and observations.

May conduct special inspections, investigations and observations as directed by superiors.

Issues verbal and/or written instructions to licensees concerning compliance with or violation of pertinent liquor laws and statutes; and, at the direction of superiors, works with licensees and neighbors to document and resolve problems.

Prepares accurate, precise and detailed written reports on inspections/investigations/observations of licensees and completes inhouse agency forms as required.

Serves licensees with violation notices; serves licensees and witnesses with summonses to appear before public hearings of the Board of Liquor License Commissioners; and delivers transcripts, reports and letters as needed to the Board and its members.

Posts public signs for notice of transfer, expansion or related actions affecting or altering the original terms of the liquor license; assists applicants to complete interview forms; prepares floor plans of licensed premises; and prepares area maps detailing current number and kind of valid alcoholic beverage licenses.

Testifies as an expert witness in local, State or Federal court and at Board of Liquor License Commissioners hearings on licensee investigations, inspections, observations and violations.

Under close supervision, operates the Liquor Board community complaint telephone line during agency office hours, recording complaints and passing them on to superiors.

Files routine inspection forms in liquor licensee files.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read and comprehend the rules and regulations governing the public sale of alcoholic beverages as embodied in Article 2B-Alcoholic Beverages of the Annotated Code of Maryland.

Ability to read and comprehend the rules, regulations, processes and procedures governing the inspection, investigation and observation of Baltimore City establishments licensed for the public sale of alcoholic beverages as embodied in the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Ability to identify violations of liquor law regulations and statutes pertaining to the public sale of alcoholic beverages based on on-site visits.

Ability to write accurate, clear and detailed investigation and violation reports.

Ability to testify in local, State and Federal court and at Board of Liquor License Commissioners hearings as an expert witness on licensee violations of laws and statutes governing the public sale of alcoholic beverages.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with bar and restaurant owners and licensees, co-workers and law enforcement agencies.

Ability to maintain files and records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 24, 1997

Baltimore City Department of Human Resources

LIQUOR BOARD INSPECTOR II

42942

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Liquor Board Inspector II conducts a wide range of inspections, investigations and observations of Baltimore City bars, restaurants and related establishments licensed for the public sale of alcoholic beverages. Work of this class involves no supervisory duties or responsibilities.

Work is performed under the general supervision of a technical superior. Employees in this class work a variable workweek that involves weekend, late evening and early morning hours. Work is performed in various City neighborhoods where such conditions as the seasonal extremes of weather are encountered. The work involves long periods of standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liquor Board Inspector I in that it performs a wide range of liquor licensee inspections, investigations and observations and assists in training and directing the work of Liquor Board Inspector I's.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, conducts a wide range of scheduled inspections, unscheduled violation complaint investigations and unscheduled observations of Baltimore City establishments licensed for the public sale of alcoholic beverages in conformance with Article 2B-Alcoholic Beverages, of the Annotated Code of Maryland and the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

May assist in training and directing the work of Liquor Board Inspector I's.

Conducts special and sensitive inspections, investigations and observations of licensee establishments.

Issues verbal and/or written instructions to licensees concerning compliance with or violation of pertinent liquor laws and statutes; and works with licensees and neighbors to document and resolve problems.

Prepares accurate, precise and detailed written reports in insect-ions/investigations/observations of licensees and completes in-house agency forms as required.

Serves licensees with violation notices; serves licensees and witnesses with summonses to appear before public hearings of the Board of Liquor License Commissioners; and delivers transcripts, reports and letters as needed to the Board and its members.

Posts public signs for notice of transfer, expansion or related actions affecting or altering the original terms of the liquor license; assists applicants to complete interview forms; prepares floor plans of licensed premises; and prepares district and area maps detailing current number and kind of valid alcoholic beverage licenses.

Operates the Liquor Board community complaint telephone line during office hours, recording complaints and passing them on to superiors.

Testifies as an expert witness in local, State or Federal court and at Board of Liquor License Commissioners public hearings on licensee investigations, inspections, observations and violations.

Files inspection forms and related documents in liquor licensee file.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations governing the public sale of alcoholic beverages as embodied in Article 2B-Alcoholic Beverages of the Annotated Code of Maryland.

Knowledge of the rules, regulations, processes and procedures governing the investigation and observation of Baltimore City establishments licensed for the public sale of alcoholic beverages as embodied in the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Skill in identifying violations of liquor law regulations and statues pertaining to the public sale of alcoholic beverages based on on-site visits.

Ability to write accurate, clear and detailed investigation and violation reports.

Ability to testify in local, State and Federal court and Board of Liquor License Commissioners public hearings as an expert witness on licensee violations of laws and statues governing the public sale of alcoholic beverages.

Ability to establish and maintain effective working relationships with bar and restaurant owners, co-workers and law enforcement agencies.

Ability to communicate effectively, both orally and in writing.

Ability to train others.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate and one year of experience in inspecting and investigating bars, restaurants and related establishments licensed for the public sale of alcoholic beverages.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 24, 1997

Baltimore City Department of Human Resources

LIQUOR BOARD ASSISTANT CHIEF INSPECTOR

42943

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Liquor Board Assistant Chief Inspector performs administrative functions and participates in directing and coordinating the work of subordinate liquor board inspectors engaged in conducting a wide range of inspections, investigations and observations of Baltimore City bars, restaurants and related establishments licensed for the public sale of alcoholic beverages. Work of this class involves assigning, reviewing and correcting the work of subordinate liquor board inspection staff.

Work is performed under the general direction of a technical superior. Employees in this class work a conventional workweek and are on-call 24-hours-a-day, 7-days-a-week. Work is performed primarily in various City neighborhoods where such conditions as the seasonal extremes of weather are encountered. The work may involve long periods of standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liquor Board Chief Inspector in that it assists the Liquor Board Chief Inspector in directing and coordinating the activities of subordinate liquor board inspector personnel engaged in performing a wide range of liquor licensee inspections, investigations and observations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, assists the Liquor Board Chief Inspector in coordinating the work activities of liquor board inspectors engaged in conducting a wide range of scheduled inspections, unscheduled violation complaint investigations and unscheduled observations of Baltimore City establishments licensed for the public sale of alcoholic beverages in conformance with Article 2B-Alcoholic Beverages, of the Annotated Code of Maryland and the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Trains liquor board inspector personnel in liquor license enforcement, investigation and reporting techniques, policies, regulations and procedures; assigns, reviews and corrects the work of subordinate. liquor board inspector personnel.

Reviews and recommends approval of all liquor license investigations reports for accuracy, clarity and adherence to liquor license laws and regulations.

Attends public meetings and hearings on liquor license matters to answer questions on liquor license regulations and laws.

Receives and records complaints of liquor license violations from the public; assists in establishing case files and assigns cases to subordinate liquor board inspector personnel; assists in resolving complaint cases through investigations or by referral to the Liquor Board or the Executive Secretary, Liquor Board.

Reviews, monitors and facilitates the timely investigation and processing of liquor license violation cases.

Advises liquor board inspector personnel of new, revised and updated liquor license laws, regulations and policies.

Participates with the Liquor Board Chief Inspector in coordinating liquor license investigations and activities with City, State and Federal law enforcement agencies and personnel.

Conducts special and sensitive inspections, investigations and observations of licensee establishments; issues verbal and/or written instructions to licensees concerning compliance with or violation of pertinent liquor laws and statutes; and works with licensees and neighbors to document and resolve problems.

Prepares accurate, precise and detailed written reports of inspections, investigations and observations of licensees and completes agency forms as needed.

May serve licensees with violation notices; may serve licensees and witnesses with summonses to appear before public hearings of the Board of Liquor License Commissioners; and may deliver transcripts, reports and letters as needed to the Board and its members.

May post public signs for notice of transfer, expansion or related actions affecting or altering the original terms of the liquor license; may assist applicants to complete interview forms; prepares floor plans of licensed premises; and may prepare district and area maps detailing current number and kind of valid alcoholic beverage licenses.

May operate the Liquor Board community complaint telephone line during office hours, recording complaints and passing them on to staff.

Testifies as an expert witness in local, State or Federal court and at Board of Liquor License Commissioners public hearings on licensee investigations, inspections, observations and violations.

Assists the Liquor Board Chief Inspector in maintaining, updating and correcting master City zone sheets and related maps for licensed alcoholic beverage establishments.

In the absence of the Liquor Board Chief Inspector, oversees and coordinates the work activities of liquor board inspectors.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations governing the public sale of alcoholic beverages as embodied in Article 2B-Alcoholic Beverages of the Annotated Code of Maryland.

Knowledge of the rules, regulations, processes and procedures governing the investigation and observation of Baltimore City establishments licensed for the public sale of alcoholic beverages as embodied in the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Skill in identifying violations of liquor law regulations and statues pertaining to the public sale of alcoholic beverages based on on-site visits.

Ability to train liquor board inspectors.

Ability to write accurate, clear and detailed investigation and violation reports.

Ability to testify in local, State and Federal court and Board of Liquor License Commissioners public hearings as an expert witness on licensee violations of laws and statues governing the public sale of alcoholic beverages.

Ability to establish and maintain effective working relationships with bar and restaurant owners, liquor board inspectors and law enforcement agencies.

Ability to assign, review and correct the work of subordinate staff.

Ability to communicate effectively, both orally and in writing.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate and three years of experience in inspecting and investigating bars, restaurants and related establishments licensed for the public sale of alcoholic beverages including one year of experience serving as a project team leader to subordinate Liquor Board Inspectors on an inspection team or work assignment.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

REVISED: June 25, 2008 (title change)

Baltimore City Department of Human Resources

LIQUOR BOARD INSPECTOR III

42944

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Liquor Board Inspector III conducts special and undercover inspections, investigations and observations of Baltimore City bars, restaurants and related establishments licensed for the public sale of alcoholic beverages. Work of this class involves serving as a project leader to Liquor Board inspection employees, but does not involve full supervisory duties or responsibilities.

Work is performed under the general direction of a technical superior. Employees in this class work a variable workweek that involves weekend, late evening and early morning hours. Work is performed in various City neighborhoods where such conditions as the seasonal extremes of weather are encountered. The work involves long periods of standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liquor Board Inspector II in that it performs special, high-profile, sensitive and undercover liquor licensee inspections, investigations and observations and serves as a project leader to subordinate Liquor Board Inspectors on an inspection team or assignment.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, conducts special, high-profile, sensitive, unscheduled and undercover inspections, violation complaint investigations and unscheduled observations of Baltimore City establishments licensed for the public sale of alcoholic beverages in conformance with Article 2B-Alcoholic Beverages, of the Annotated Code of Maryland and the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

As directed by superiors, serves as a project team leader of Liquor Board Inspectors on inspection teams or special assignments; assists superiors in training subordinate Liquor Board Inspector staff.

Issues verbal and/or written instructions to licensees concerning compliance with or violation of liquor laws and statutes; and works with licensees and neighbors to document and resolve problems.

Prepares accurate, precise and detailed written reports of inspections, investigations and observations of licensees and completes in-house agency forms as required.

Serves licensees with violation notices; serves licensees and witnesses with summonses to appear before public hearings of the Board of Liquor License Commissioners; and delivers transcripts, reports and letters as needed to the Board and its members.

Posts public signs for notice of transfer, expansion or related actions affecting or altering the original terms of the liquor license; assists applicants to complete interview forms; prepares floor plans of licensed premises; and prepares district and area maps detailing current number and kind of valid alcoholic beverage licenses.

Operates the Liquor Board community complaint telephone line during office hours, recording complaints and passing them on to superiors.

Testifies as an expert witness in local, State or Federal court and at Board of Liquor License Commissioners public hearings on licensee investigations, inspections, observations and violations.

Files inspection forms and related documents in liquor licensee file.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations governing the public sale of alcoholic beverages as embodied in Article 2B-Alcoholic Beverages of the Annotated Code of Maryland.

Knowledge of the rules, regulations, processes and procedures governing the investigation and observation of Baltimore City establishments licensed for the public sale of alcoholic beverages as embodied in the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Skill in identifying violations of liquor law regulations and statues pertaining to the public sale of alcoholic beverages based on on-site visits.

Ability to conduct sensitive and undercover investigations.

Ability to write accurate, clear and detailed investigation and violation reports.

Ability to testify in local, State and Federal court and Board of Liquor License Commissioners public hearings as an expert witness on licensee violations of laws and statues governing the public sale of alcoholic beverages.

Ability to serve as a project team leader over others.

Ability to establish and maintain effective working relationships with bar and restaurant owners, co-workers and law enforcement agencies.

Ability to communicate effectively, both orally and in writing.

Ability to train others.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate and two years of experience in inspecting and investigating bars, restaurants and related establishments licensed for the public sale of alcoholic beverages.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 25, 2008

Baltimore City Department of Human Resources

LIQUOR BOARD CHIEF INSPECTOR

42945

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Liquor Board Chief Inspector directs and coordinates the work of subordinate liquor license inspectors engaged in conducting a wide range of inspections, investigations and observations of Baltimore City bars, restaurants and related establishments licensed for the public sale of alcoholic beverages. Work of this class involves supervising subordinate liquor license inspector staff.

Work is performed under the managerial direction of an administrative superior. Employees in this class work a conventional workweek and are on-call 24-hours-a-day, 7-days-a-week. Work is primarily performed in various City neighborhoods where such conditions as the seasonal extremes of weather are encountered. The work may involve long periods of standing and walking.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Liquor Board Assistant Chief Inspector in that it directs and coordinates the activities of subordinate liquor license inspector personnel engaged in performing a wide range of liquor licensee inspections, investigations and observations.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Board of Liquor License Commissioners for Baltimore City, directs and coordinates the work activities of liquor license inspectors engaged in conducting a wide range of scheduled inspections, unscheduled violation complaint investigations and unscheduled observations of Baltimore City establishments licensed for the public sale of alcoholic beverages in conformance with Article 2B-Alcoholic Beverages, of the Annotated Code of Maryland and the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate liquor license inspector personnel.

Trains subordinate liquor license personnel in liquor license enforcement, investigation and reporting techniques, policies, regulations and procedures.

Reviews and approves all liquor license investigations reports for accuracy, clarity and adherence to liquor license laws and regulations.

Attends public meetings and hearings on liquor license matters to answer questions on liquor license regulations and laws and reports back to the Liquor Board as needed.

Receives and records complaints of liquor license violations from the public; establishes case files and assigns cases to subordinate liquor license inspector personnel; resolves complaint cases through investigations or by referral to the Liquor Board or the Executive Secretary, Liquor Board.

Reviews, monitors and ensures the timely investigation and processing of liquor license violation cases.

Advise subordinate liquor license inspector personnel of new, revised and updated liquor license laws, regulations and policies.

Coordinates liquor license investigations and activities with City, State and Federal law enforcement agencies and personnel.

Conducts special and sensitive inspections, investigations and observations of licensee establishments; issues verbal and/or written instructions to licensees concerning compliance with or violation of pertinent liquor laws and statutes; and works with licensees and neighbors to document and resolve problems.

Prepares accurate, precise and detailed written reports of inspections, investigations and observations of licensees and completes other agency forms as needed.

May serve licensees with violation notices; may serve licensees and witnesses with summonses to appear before public hearings of the Board of Liquor License Commissioners; and may deliver transcripts, reports and letters as needed to the Board and its members.

May post public signs for notice of transfer, expansion or related actions affecting or altering the original terms of the liquor license; may assist applicants to complete interview forms; prepares floor plans of licensed premises; and may prepare district and area maps detailing current number and kind of valid alcoholic beverage licenses.

May operate the Liquor Board community complaint telephone line during office hours, recording complaints and assigning them to staff.

Testifies as an expert witness in local, State or Federal court and at Board of Liquor License Commissioners public hearings on licensee investigations, inspections, observations and violations.

Maintains, updates and corrects master City zone sheets and related maps for licensed alcoholic beverage establishments.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the rules and regulations governing the public sale of alcoholic beverages as embodied in Article 2B-Alcoholic Beverages of the Annotated Code of Maryland.

Knowledge of the rules, regulations, processes and procedures governing the investigation and observation of Baltimore City establishments licensed for the public sale of alcoholic beverages as embodied in the Rules and Regulations of the Board of Liquor License Commissioners for Baltimore City.

Skill in identifying violations of liquor law regulations and statues pertaining to the public sale of alcoholic beverages based on on-site visits.

Skill in training subordinate liquor license inspector personnel.

Ability to direct and coordinate the work activities of subordinate liquor license inspectors.

Ability to write accurate, clear and detailed investigation and violation reports.

Ability to testify in local, State and Federal court and Board of Liquor License Commissioners public hearings as an expert witness on licensee violations of laws and statues governing the public sale of alcoholic beverages.

Ability to establish and maintain effective working relationships with bar and restaurant owners, liquor license inspectors and law enforcement agencies.

Ability to communicate effectively, both orally and in writing.

Ability to maintain records.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED Certificate and five year of experience in inspecting and investigating bars, restaurants and related establishments licensed for the public sale of alcoholic beverages including one year of experience in a lead work capacity assigning, reviewing and correcting the work of subordinate Liquor Board Inspectors.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 1998

REVISED: June 25, 2008 (title change)

Baltimore City Department of Human Resources

RECYCLING PROGRAM ASSOCIATE

42981

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Recycling Program Associate advises the public on recycling programs and operations and ensures the appropriate collecting and processing of recyclable materials. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed at recycling work sites where there is exposure to trash, dirt and noise. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Department of Public Works, promotes and facilitates recycling and ensures the collection and processing of recyclables from City institutions.

Advises and trains community leaders, volunteers, City employees and students in the various aspects and operations of the City's recycling program and encourages their continuing support and participation in these recycling activities.

Develops public information materials and public outreach strategies for the recycling program and distributes materials and implements strategies.

Participates in speaking panels, meetings and special group events to explain, advise on and encourage participation in the City recycling program.

Investigates and resolves complaints involving recycling contractors.

Recruits recycling volunteers in the community and coordinates their activities.

Monitors the movement of recycled materials to ensure transport to designated processing facility.

Maintains records and prepares reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of recycling laws, regulations, techniques and methods.

Ability to ensure compliance with City recycling requirements.

Ability to market and promote community recycling programs.

Ability to establish and maintain effective working relationships with solid waste collection professionals and the general public.

Ability to develop public information and promotional literature for the recycling program.

Ability to speak and write effectively.

Ability to maintain records and prepare reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate's degree from an accredited college or university and one year of experience in program coordination, communications, marketing or public relations.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

ADOPTED: June 27, 1990

REVISED: June 24, 1992
May 8, 1996 (license changed)
July 9, 1996
January 23, 2001
October 24, 2007 (title change)

Baltimore City Department of Human Resources

ENVIRONMENTAL TECHNICIAN

42992

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

An Environmental Technician monitors the work of contractors in removing asbestos and environmental hazards to ensure compliance with building codes, specifications and standards. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek, subject to evening, weekend or holiday hours as required. Work is performed at construction sites where employees will encounter such conditions as exposed asbestos, heat and high humidity. Work requires moderate physical exertion including climbing steps or ladders and working in confined spaces such as tunnels.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts on-site inspections of contractors performing asbestos removal projects in public buildings and ensures compliance with ASHARA (Federal Asbestos School Hazard Abatement Reauthorization Act of 1994) certified design specifications and related Maryland State and City of Baltimore regulations.

Writes detailed summaries and reports of such findings as employees at work site, manner in which work was performed, and materials and equipment used; maintains inspection logs.

Reviews and recommends approval of contractor's invoice.

Removes asbestos from exposed areas in emergency situations, using specialized vacuuming and filtering equipment.

May testify at deposition regarding the manner in which hazards were abated by contractors.

Investigates and reports on complaints involving suspected exposure to asbestos or non-compliance with State and local legislation.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of environmental health investigations.

Knowledge of the principles of environmental engineering analysis.

Ability to apply principles of environmental health investigation to asbestos abatement programs.

Ability to understand laws, regulations, codes and contract specifications related to asbestos and other environmental hazards.

Ability to maintain records and write narrative reports.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with contractors.

Ability to enforce compliance with building codes and contract specifications with firmness and tact.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university and two years of experience in performing environmental engineering or industrial hygiene work.

Equivalencies - An equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Must obtain ASHARA (Asbestos School Hazard Abatement Reauthorization Act of 1994) accreditation as Inspector within six months of employment and maintain accreditation thereafter.

Prior to hire employees must be medically approved to wear respirators and work in asbestos environment by the Department of Human Resources' Division of Occupation Medicine.

Employees will be required to wear respirator in compliance with Federal and State applicable requirements regarding the use of respirators.

Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: March 5, 1986

REVISED: August 25, 1986
November 2, 1988
March 21, 1996 (license changed)
January 19, 2001 (license changed)
January 8, 2002 (license changed)

Baltimore City Department of Human Resources

ENVIRONMENTAL TECHNICIAN SUPERVISOR

42995

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

An Environmental Technician Supervisor oversees and coordinates the removal of asbestos and other environmental hazards from City-owned buildings and properties. Work of this class involves supervising environmental, office support and related personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek that includes 24-hour callback during emergency situations. Employees work in an office setting where normal working conditions are encountered with occasional exposure to environmental hazard removal work sites. Work involves minimal physical exertion but may require climbing steps or ladders and working in confined spaces such as tunnels.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

In the Department of Public Works, oversees and coordinates Baltimore City's Asbestos Management Program for City-owned properties to ensure compliance with the Federal Asbestos School Hazard Abatement Reauthorization Act (ASHARA) of 1994 and related Maryland State and City of Baltimore regulations.

Prepares design specifications indicating ASHARA approved method to abate hazards from City-owned properties.

Prepares cost estimates of abatement projects; puts contract out to bid; conducts on-site review with potential contractors; reviews bids and selects contractor; coordinates large contracts with Bureau of Purchases.

Supervises employees engaged in inspecting abandoned and occupied properties and monitoring contractor compliance with asbestos or other environmental hazard abatement project specifications; evaluates staff performance, disciplines and recommends hiring, firing and promotion.

Notifies the Baltimore City Division of Safety of potential hazards to occupants of properties undergoing asbestos or other environmental hazard abatement; interfaces with other City agencies as needed.

Ensures, through supervision of Environmental Technicians, the completion of asbestos abatement projects in compliance with design specifications; approves and processes payments of contractors' invoices; verifies asbestos free status of vacant properties prior to demolition.

Investigates and resolves complaints involving suspected exposure to asbestos and related hazardous materials in City-owned properties in compliance with Federal, State and local legislation and regulations.

Ensures that staff maintain required certifications and comply with safety requirements including the utilization of respirators and protective clothing.

Represents the City of Baltimore at conferences concerning asbestos abatement and environmental hazards.

May testify in court regarding the manner in which hazards were abated, the cost and necessity of abatements.

Performs related work as required.

IV. REQUIRED, KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of environmental engineering analysis.

Knowledge of the provisions and regulations of the Asbestos School Hazard Abatement Reauthorization Act of 1994.

Skill in the application of environmental engineering methods and principles to the abatement of asbestos and other environmental hazards.

Ability to understand and interpret City, State and Federal laws, regulations, codes, standards and policies related to asbestos and environmental hazards.

Ability to develop and evaluate environmental engineering plans, designs, specifications and cost estimates.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with contractors, government officials and others.

Supervisory ability.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE

Requirements - A bachelor's degree from an accredited college or university and four years of environmental engineering or industrial hygiene experience including two years inspecting for and monitoring asbestos abatement.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

Employees must hold and maintain Inspector Certification in accordance with ASHARA (Asbestos School Hazard Abatement Reauthorization Act of 1994) regulations.

NOTES: Prior to hire employees must be medically approved to wear respirators and work in asbestos environment by the Office of Risk Management.

Employees will be required to wear respirators in compliance with all Federal and State applicable requirements regarding the use of respirators.

Within six months of hire, employees must obtain, and thereafter maintain certifications as (1) Project Designer; and (2) Asbestos Supervisor in accordance with ASHARA (Asbestos School Hazard Abatement Reauthorization Act of 1994) regulations.

Those eligibles who are under final consideration for appointment to the positions in this class will be required to authorize the release of criminal conviction information.

ABOLISHED: August 24, 1992

RECREATED: February 18, 2002

REVISED: May 30, 2002

Baltimore City Department of Human Resources

VEHICLE IDENTIFICATION INSPECTOR

42996

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Vehicle Identification Inspector physically inspects impounded vehicles for positive identification. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may be required to work weekends and holidays. Work is performed outdoors where incumbents are exposed to inclement weather and dust. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects impounded vehicles for identification using completed property sheets and checking public vehicle identification numbers on the vehicles.

Reviews property sheets to ensure that the information listed is correct including property number, section, pick-up code, property type, entry date, color, make, model, year, tag number, state expiration date, odometer reading and serial number.

Contacts detectives from the police auto squad to discuss inspections of vehicles. to request information on stolen vehicles or to obtain assistance in inspecting vehicles.

Searches for serial numbers in specific locations based on manufacturer's instructions if serial plates have been removed, replaced or altered using hand tools, hydraulic and mechanical jacks or tow trucks.

Maintains a file of property sheets.

May perform cashiering duties on weekends, holidays and in emergencies.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of automobile construction and components.

Knowledge of vehicle laws and criminal codes of the State of Maryland.

Skill in working with automobile components, hand tools, hydraulic and mechanical jacks and tow trucks.

Ability to complete routine forms and reports.

Ability to establish and maintain effective relationships with others.

Ability to communicate effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in automobile inspection, repair, salvage or disposal operations work.

Equivalencies - Six months of additional experience in automobile inspection, repair, salvage or disposal operations work may be substituted for each year of the high school or GED requirements.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 21, 1987

REVISED: June 23, 1999 (license changed)

Baltimore City Department of Human Resources

VEHICLE PROCESSOR

42997

Enforcement, Protection and Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A Vehicle Processor inspects vehicles towed to Baltimore City's impoundment lot and records intake and vehicle identification information for accountability purposes. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a five-day workweek including weekends and holidays on a rotating basis and are subject to 24-hour shift work and callback on a rotating basis. Work is performed primarily outdoors where employees may be exposed to inclement weather, dusty, muddy or slippery conditions and contaminants. Work requires regular moderate physical exertion including stretching and climbing up and down steps and ramps to reach vehicles.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.)

Receives, reviews, verifies and stamps intake documents pertaining to vehicles towed to Baltimore City's impoundment lot.

Reviews police reports or other documents for Vehicle Identification Number, reason for impoundment of vehicle and location of keys; assigns code indicating reason for impoundment.

Inspects vehicle for Vehicle Identification Number (VIN) and other identifying information such as automotive tag number, year, make, model, color and odometer reading; verifies accuracy of police report data.

Inspects vehicle for unusual or special attributes such as customizations and valuables; determines if sound systems or other customizations are secure; notifies security of possible tampering with ignition or valuables and potential security issues.

Photographs vehicle with special attention to damaged areas in order to document condition of vehicle upon receipt.

Takes possession of vehicle keys, completes Vehicle Key Report and secures keys.

Removes visible valuable property from vehicle; documents valuables on personal property sheet; packages, signs for and transfers property to secure storage area.

Completes vehicle inventory control form; records identifying information, towing fees, billing number, key information and vehicle's impoundment lot location; records property number on photographs; secures signature of tower confirming accuracy of vehicle inventory control form and property sheet, and countersigns.

Enters vehicle identification information and uploads photographs into database.

Compiles documentation package including private vendor's tow bill, inventory control form, police report and property sheet and submits to supervisor.

Marks vehicle with property and code numbers and impound acquisition date on windshield and back window.

Maintains daily log of impounded vehicles.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of basic computer functions.

Skill in reading and accurately transferring data from initial source to written form and computerized database.

Observational skills.

Ability to observe and accurately record findings.

Ability to write legibly.

Ability to communicate orally.

Ability to operate common Window-based business application software.

Ability to enter, verify and correct data entry errors.

Ability to operate digital cameras and upload pictures.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records.

Ability to follow directions and protocols.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in office support work.

Equivalencies – Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: March 22, 2004
February 18, 2014 (licensed changed)

Baltimore City Department of Human Resources

LICENSE INSPECTOR (COLLECTIONS)

42998

Enforcement, Protection and
Inspection Division
Inspection and Investigation Branch
Miscellaneous Inspection Group

I. CLASS DEFINITION

A License Inspector (Collections) reviews and investigates amusement device and related licenses for compliance with or violations of City licensing laws. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek that may include evening and weekend hours. Work is performed in an office and also in bars, amusement arcades, and theatres where suspicious or angry owners and patrons may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Collections Division of the Department of Finance is Bureau of Treasury Management, conducts Citywide on-site inspections of gas stations, pawnbrokers, open-air garages, massage parlors, theatres, skating rinks, bars, clubs, restaurants, movie houses, amusement arcades and other establishments for a variety of business, occupational and amusement type licenses required by Article 15 of the Baltimore City Code.

Prepares reports for inspected establishments noting licenses displayed and violations of Article 15 of the Baltimore City Code.

Establishes a daily inspection route for the City to ensure routine and timely inspections of establishments.

Inspects establishments outside of route based on public complaints and tips of licensing code violations.

Reviews inspection reports with supervisor to explain work problems, discrepancies and hazards.

Conducts additional inspections of establishments in violation of licensing codes to ensure compliance.

Maintains files and records of inspection reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the physical layout of the City of Baltimore.

Ability to conduct physical inspections of commercial properties and equipment.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to formulate and maintain inspection work schedules and routes.

Ability to write reports and maintain files.

Ability to research and investigate public complaints.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in inspectional or investigational services work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Possession of a valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: April 23, 1990

REVISED: September 20, 2000 (license changed)
August 12, 2003

LICENSE INSPECTOR II (COLLECTIONS)

42999

I. CLASS DEFINITION

A License Inspector II (Collections) reviews and investigates amusement device and related licenses for compliance with or violations of City licensing laws. Work of this class involves leading License Inspector I personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek that may include evening and weekend hours. Work is performed in an office and also in bars, amusement arcades, and theatres where suspicious or angry owners and patrons may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of License Inspector I in that it involves lead work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns and reviews the work of and trains License Inspector I personnel.

Keeps License Inspectors abreast of changes to business license and tax policies and procedures.

Maintains records of inspections and ensures inspections are documented correctly.

In the Collections Division of the Department of Finance is Bureau of Treasury Management, conducts Citywide on-site inspections of gas stations, pawnbrokers, open-air garages, massage parlors, theatres, skating rinks, bars, clubs, restaurants, movie houses, amusement arcades and other establishments for a variety of business, occupational and amusement type licenses required by Article 15 of the Baltimore City Code.

Prepares reports for inspected establishments noting licenses displayed and violations of Article 15 of the Baltimore City Code.

Establishes a daily inspection route for the City to ensure routine and timely inspections of establishments.

Inspects establishments outside of route based on public complaints and tips of licensing code violations.

Reviews inspection reports with supervisor to explain work problems, discrepancies and hazards.

Conducts additional inspections of establishments in violation of licensing codes to ensure compliance.

Maintains files and records of inspection reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the physical layout of the City of Baltimore.

Knowledge of Article 15 of the Baltimore City Code.

Ability to conduct physical inspections of commercial properties and equipment.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to formulate and maintain inspection work schedules and routes.

Ability to write reports and maintain files.

Ability to research and investigate public complaints.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in inspectional or investigational services work.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Possession of a valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: June 27, 2018

Baltimore City Department of Human Resources

AUTOMOTIVE MECHANIC APPRENTICE

52105

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

An Automotive Mechanic Apprentice is a four-year State-approved program where incumbents learn to perform a wide range of diagnostic, installation, maintenance and repair duties on a variety of automotive, heavy truck, heavy equipment and other mechanical equipment. Work of this class involves no lead or supervisory duties.

Incumbents receive close supervision from a technical supervisor and a specific number of hours of classroom training. Employees in this class may work shift work including weekend hours. Work is performed in an automotive repair shop where unpleasant odors and dirty and greasy shop conditions are regularly encountered. Work requires some strenuous physical exertion including lifting, bending, crawling and periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

The requirements of this class are set standards approved by the State of Maryland for their Apprenticeship Training Programs leading to the journey level class of Motor Equipment Mechanic.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Trains in the purpose, use and repair of all major parts of differing types of heavy trucks, automotive and heavy equipment via the classroom and on the job training.

Trains to inspect, adjust and repair electrical, fuel lines, drive shafts, electric and combustion and diesel engines, brakes, steering mechanisms, gear boxes, and heating and cooling systems for heavy trucks, automobiles, dump trucks, tractors, loadpackers, street sweepers and other heavy equipment.

Learns to use diagnostic equipment to test the operating efficiency of a variety of automotive, trucks and heavy equipment equipment.

Learns to perform electric, combustion or diesel engine tune-ups using diagnostic equipment.

Learns to follow established safety practices and procedures related to the work environment for motor equipment.

Follows directions to maintain records and reports of repairs and materials used in motor equipment maintenance and repair.

Learns to perform a variety of preventive maintenance tasks on automotive and other mechanical equipment.

Trains in the knowledges, practices and procedures related to road-testing heavy equipment and licensing as a commercial driver.

Works under the supervision of journey level mechanics in performing maintenance and repairs.

Performs all the duties required to complete the authorized Maryland State Apprenticeship Program.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to understand Maryland State Apprenticeship program requirements.

Ability to follow instructions orally and in writing.

Ability to successfully complete on-the-job training and classroom instruction requirements.

Ability to handle the required tools and equipment safely and effectively.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of automotive experience.

Equivalencies – Graduation from an accredited Vocational Technical or Instructional program in the automotive field may substitute for one year of automotive experience.

VI LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required. This is a four-year apprenticeship program and a contract is required for the term of the apprenticeship program.

Notes: Participants in the program must provide their own tools. Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 26, 1997

REVISED: February 18, 1999
October 3, 2002 (license changed)
December 5, 2007 (title /license changed)

Baltimore City Department of Human Resources

AUTOMOTIVE MECHANIC

52110

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

An Automotive Mechanic performs a wide range of diagnostic, installation, maintenance and repair work on a variety of automotive, heavy truck, heavy equipment and other mechanical equipment. Work of this class involves no lead or supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work shift work including weekend hours and are subject to callback. Work is performed in an automotive repair shop where unpleasant odors, dirty and greasy shop conditions are regularly encountered. Work requires strenuous physical exertion including lifting, bending, crawling and periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

This is the journey level of automotive repair work performed in a city garage at the independent level.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects, diagnoses, adjusts and repairs and reseals electrical, fuel, drive, engine, brake, steering, gear, boxes, and heating and cooling systems for automobiles, heavy trucks, heavy equipment, dump trucks, tractors, loadpackers, street sweepers and other automotive and heavy equipment and related systems.

Repairs and installs component parts and accessories on equipment such as engines, brake systems, hydraulic systems, clutches and transmissions.

May perform transmission repairs and engine overhauls.

Tests operating efficiency of motors and tunes engines using diagnostic equipment.

Road tests a variety of repairs of automotive and other mechanical equipment to ensure adequacy of repairs.

Tunes engines using diagnostic equipment.

Adjusts, repairs or replaces brakes.

May troubleshoot, repair or adjust hydraulic systems; may remove and replace components of hydraulic systems.

Performs a variety of preventive maintenance tasks on automotive and other mechanical equipment.

Adjusts, repairs or replaces fuel, electrical or cooling system components and defective chassis parts.

Completes reports detailing nature and extent of repairs.

Participates with Automotive Lead Mechanics in performing highly specialized tasks.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of electrical fuel, drive, engine, brake and related gasoline and diesel equipment and the techniques of their repair.

Knowledge of the tools and equipment used to repair a variety of automotive and other mechanical equipment.

Knowledge of safety practices and procedures.

Knowledge of the practices and methods of automotive equipment maintenance.

Knowledge of the tools and materials required in automotive equipment maintenance.

Ability to repair, replace and adjust the above systems.

Ability to read and understand service manuals, parts catalogs, schematics and written work rules.

Ability to road test equipment.

Ability to prepare and maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and four years of experience in the maintenance and repair of automotive and other mechanical equipment.

Equivalencies – Six months of additional experience in automotive maintenance and repair work may be substituted for each year of the high school or GED requirement or completion of one year of the required coursework in an automotive mechanic curriculum in an accredited high school, vocational school or college or university may be substituted for one year of the experience requirement or an associate's degree from an accredited college or university in automotive technology or a related field may be substituted for two years of the experience requirement or completion of a recognized Motor Equipment Mechanic apprenticeship program may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required. Some positions in this class require a valid Maryland Class B Commercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES**:** Employees will receive an hourly stipend for up to eight ASE (Automotive Service Excellence) certificates obtained and maintained. Employees must provide their own tools.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 1990

REVISED: September 8, 1992
October 14, 1992
July 31, 1996 (license changed)
February 18, 1999 (license changed)
October 4, 2002 (license changed)
May 14, 2004 (license changed)
April 13, 2005
December 5, 2007
August 18, 2009

Baltimore City Department of Human Resources

AUTOMOTIVE LEAD MECHANIC

52114

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

An Automotive Lead Mechanic assigns, reviews and participates in the work of automotive mechanics engaged in diagnostic, installation, maintenance and repair work on a variety of heavy trucks, automotive, heavy equipment and other mechanical equipment, and performs highly specialized repair or rebuild work. Work of this class involves leading automotive mechanics, but does not involve full supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work shift work including weekend hours and are subject to callback. Work is performed in an automotive repair shop where unpleasant odors, dirty and greasy shop conditions are regularly encountered. Work requires strenuous physical exertion including lifting, bending, crawling and periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

An Automotive Lead Mechanic is distinguished from the Automotive Mechanic in that the Automotive Lead Mechanic is responsible for leading Automotive Mechanics, Automotive Maintenance Workers Laborers and Heavy Equipment Operators by assigning, guiding and reviewing their work while Automotive Mechanic does not lead.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Leads Automotive Equipment Mechanics and Automotive Maintenance Workers, Laborers and Heavy Equipment Operators by assigning, guiding and reviewing work.

Diagnoses problems involved with and performs highly skilled repairs on gasoline and diesel automobiles, trucks and other heavy equipment.

Repairs and rebuilds engines, brake systems, clutches, transmissions, differential assemblies and other vehicle components; troubleshoots, repairs and adjusts hydraulic systems; removes and replaces components of hydraulic systems.

Repairs and replaces generators, alternators and ignition systems.

May repair and rebuild heavy equipment such as graders, rollers, compressors, bulldozers, back hoes, front-end loaders and similar heavy or specialized equipment.

Road tests a variety of vehicles to ensure adequacy of repair.

Completes reports detailing nature and extent of repairs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and repair of various gasoline and diesel vehicles and specialized equipment, including engines, transmissions, clutch assemblies**,** hydraulic systems and other complex components.

Knowledge of the tools, equipment and machinery used in the repair of gasoline and diesel vehicles and equipment.

Knowledge of safety practices and procedures.

Skill in overhauling engines, transmissions, fuel systems, electrical systems**,** hydraulic systems and other major components on vehicles and specialized equipment.

Ability to read and interpret service manuals, parts catalogs, schematics and written work rules.

Ability to prepare and maintain records.

Ability to give work direction to others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the maintenance and repair of automotive and other mechanical equipment, including repair and installation of hydraulic systems on a variety of specialized and heavy equipment.

Equivalencies – Six months of additional experience in automotive maintenance and repair work may be substituted for each year of the high school or GED requirement or completion of one year of the required coursework in an automotive mechanic curriculum in an accredited high school, vocational school or college or university may be substituted for one year of the experience requirement or an associate's degree from an accredited college or university in automotive technology or a related field may be substituted for two years of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management is required. Some positions in this class require a valid Maryland Class A or B Commercial driver’s license, or an equivalent out-of-state driver’s license acceptable to the Office of Risk Management is required.

NOTES: Employees will receive an hourly stipend for up to eight ASE (Automotive Service Excellence) certificates obtained and maintained.

Some positions in this class require Emergency Vehicle Technician (EVT) certifications for F2 through F8 and E1 through E4 issued by EVT Certification Commission, Inc.

Employees must provide their own tools.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 5, 1990

REVISED: February 18, 1999 (license changed)
May 15, 2004 (license changed)
April 13, 2005
December 5, 2007
August 18, 2009
September 14, 2009

Baltimore City Department of Human Resources

AUTOMOTIVE MAINTENANCE SUPERVISOR I

52115

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

An Automotive Maintenance Supervisor I assigns, reviews and evaluates automotive, heavy truck, and heavy equipment maintenance and repair work at a specific repair station in the central vehicle maintenance facility or at a substation. Work of this class involves supervising automotive maintenance and repair personnel of varying skill levels.

Incumbents receive general supervision from a technical superior. Employees in this class may work evening or weekend hours and are subject to 24-hour, on-call duty. Work is performed primarily in an automotive repair shop where unpleasant odors and dirty and greasy shop conditions are regularly encountered. Work requires moderate physical effort.

II. DISTINGUISHING FEATURES OF THE WORK

An Automotive Maintenance Supervisor I is distinguished from Automotive Lead Mechanic in that an Automotive Maintenance Supervisor I supervises three or more employees by assigning, reviewing, conducting annual performance appraisals, and disciplining employees whereas an Automotive Lead Mechanic is not responsible for conducting annual performance appraisals or disciplining employees.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews and oversees automotive maintenance and repair jobs performed by automotive mechanics; reassigns personnel as necessary to ensure even flow of work.

Inspects work in progress on a continual basis to ensure the adequacy and completeness of repairs.

Manages the repair operation by determining the required budgeted resources needed to maximize in-house productivity in order to control vendor costs.

Amends repair orders as necessary to document additional repairs found to be needed.

Recommends changes in operating procedures designed to improve productivity and reduce down-time.

Recommends replacement or acquisition of shop tools and equipment.

Ensures that repairs covered by manufacturer's warranties are not repaired by shop personnel.

Recommends sending vehicles to commercial facilities for repair when necessary.

Maintains employee time and attendance records; keeps other records as necessary.

Approves requisitions for repair parts, supplies and materials.

Enforces safety regulations.

Evaluates employee work performance and recommends promotion and disciplinary action as appropriate.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and repair of various gasoline and diesel vehicles and specialized equipment including engines, transmissions, clutch assemblies and other complex components.

Knowledge of safety practices and procedures.

Ability to diagnose and pinpoint cause of automotive malfunctions.

Ability to evaluate adequacy of repair.

Ability to explain and demonstrate automotive repair methods and procedures.

Supervisory ability.

Ability to interpret and enforce departmental work and safety regulations.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the repair of automotive and other mechanical equipment, including one year of assigning, reviewing and approving the work of others.

Equivalencies – Six months of additional experience in automotive maintenance and repair work may be substituted for each year of the high school or GED requirement or completion of one year of the required coursework in an automotive mechanic curriculum in an accredited high school, vocational school or college or university may be substituted for one year of the experience requirement or an associate's degree in automotive technology or a related field from an accredited college may be substituted for two years of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Employees will receive an hourly stipend for up to eight ASE (Automotive Service Excellence) certificates obtained and maintained.

Employees must provide their own tools.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1983

REVISED: September 16, 1983
September 21, 1984
November 5, 1991
August 25, 1997 (license changed)
April 9, 1999 (license changed)
December 4, 2002 (title changed)
May 14, 2004 (license changed)
April 13, 2005
December 5, 2007
August 18, 2009

Baltimore City Department of Human Resources

AUTOMOTIVE SERVICE WRITER

52117

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

An Automotive Service Writer prepares repair orders for vehicles in for servicing and serves as the liaison between city agencies and Fleet Management Division on the status of vehicles. Work of this class does not involve any supervising duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work shift work including weekend hours and are subject to callback. Work is performed in an automotive repair shop where unpleasant odors, dirty and greasy shop conditions are regularly encountered. Work requires strenuous physical exertion including lifting, bending, crawling and periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inspects and prepares detailed repair orders on vehicle brought to repair shop.

Advises customers the type of repair or service needed.

Tracks and updates database on vehicle repair and print out detailed vehicle reports.

Schedules priority work based on shop current work load.

Performs quality inspection to confirm satisfactory repair work.

Preparing detailed cost estimates and logging of repair orders in database.

Monitoring the repair of vehicles to ensure work is completed in a timely manner.

Answers inquiries from customers.

Schedules preventive maintenance appointments for vehicles.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of customer service in an automotive maintenance repair environment.

Knowledge of vehicle mechanical, electrical and hydraulic systems,

Knowledge of repair tools, materials and methods.

Knowledge of safety practices and procedures.

Ability to pinpoint cause of automotive malfunctions.

Ability to evaluate adequacy of repair.

Ability to explain automotive repair methods and procedures.

Ability to interpret and enforce departmental work and safety regulations.

Ability to maintain records.

Ability to establish and maintain effective working relationships with co-workers and other agencies personnel.

Ability to communicate effectively both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements –Graduation from high school or possession of a GED certificate and four years of experience working in an automotive repair service center environment. Diagnosing the problems/routine maintenance of automotive vehicles, trash trucks, fire trucks and other mechanical or electrical equipment.

Equivalencies –Equivalence of experience and education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver’s permit is required.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: September 23, 2015

REVISED: February 11, 2016 (M.Q. changed)

Baltimore City Department of Human Resources

HYDRAULIC MECHANIC

52134

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

A Hydraulic Mechanic diagnoses, troubleshoots, repairs, rebuilds or adjusts hydraulic and related systems on a variety of specialized and heavy equipment. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work shift work including weekend hours and are subject to callback. Work is performed in an automotive repair shop where unpleasant odors and dirty and greasy shop conditions are regularly encountered. Work requires strenuous physical exertion including lifting, bending, crawling and periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Diagnoses, troubleshoots, repairs, rebuilds or adjusts hydraulic and related systems on a variety of specialized and heavy equipment such as compressors, forklifts, tractors, tow trucks, bulldozers, cranes, dump trucks, hydraulic loaders and refuse vehicles.

Repairs cables, power-take-offs, wiring systems, valve bodies, leaks, pump power-take-off shafts, tailgates, hydraulic valves, hydraulic and non-conductive hoses and electrical systems.

Rebuilds power steering pumps, gear boxes, cylinders, hydraulic cylinders, and hydraulic pumps.

Replaces starters, valves, pumps, power-take-offs, hydraulic tanks, hydraulic filters, belts, starters, batteries and switches.

Removes truck bodies.

Adjusts clutches.

Performs a variety of preventive maintenance tasks on specialized and heavy equipment.

Road tests a variety of specialized and heavy equipment to ensure adequacy of repairs.

May lead mechanics on maintenance and repair projects by assigning, guiding and reviewing such work.

Completes reports detailing nature and extent of repairs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and repair of various heavy gasoline and diesel vehicles and hydraulic equipment such as compressors, forklifts, tractors, tow trucks, bulldozers, cranes, dump trucks, hydraulic loaders and refuse vehicles.

Knowledge of the tools, equipment and machinery used in the repair of heavy gasoline and diesel vehicles, hydraulic equipment and related systems.

Knowledge of safety practices and procedures.

Skill in rebuilding electrical and hydraulic systems and other major components on heavy vehicles and specialized equipment.

Ability to read and interpret service manuals, parts catalogs, schematics and written work rules.

Ability to prepare and maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in the maintenance and repair of automotive and other mechanical equipment, including two years of experience in the maintenance and repair of hydraulic systems on a variety of specialized and heavy equipment.

Equivalencies - Six months of additional experience in automotive repair work may be substituted for each year of the high school or GED requirement. Completion of one year of the required coursework in an automotive mechanic curriculum in an accredited high school, vocational school or college or university may be substituted for one year of the experience requirement. An associate's degree from an accredited college in automotive technology or a related field may be substituted for two years of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required. Some positions in this class require a valid Maryland Class B Commercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Employees must provide their own tools.

ADOPTED: September 5, 1990

REVISED: April 9, 1999 (license changed)
May 14, 2004 (license changed)

Baltimore City Department of Human Resources

MOTOR EQUIPMENT SPECIFICATION SUPERVISOR

52142

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

A Motor Equipment Specification Supervisor develops detailed, complex technical requirements for the acquisition of automobiles, heavy and light duty trucks, off-road construction and special application equipment and oversees vehicle abuse prevention and customer service programs. Work of this class involves supervising technical and office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek. Work is performed primarily in an office setting where there are few uncomfortable working conditions; however inclement weather and other hazardous conditions may be encountered during on-site field visits. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Division of Fleet Management, Bureau of General Services, Department of Public Works, develops precise technical specifications for the acquisition of motorized equipment suitable for intended applications including on and off road, wheeled, tracked and specialized equipment and oversees a vehicle abuse prevention and customer service programs.

Supervises employees engaged in receiving vehicles for repair and maintenance, quality control, vehicle abuse prevention, mechanical inspections of City vehicles, and in office support work related to the procurement and disposal of City vehicles.

Develops and coordinates policies and procedures for identifying and conducting investigations of vehicle abuse, negligence or under-utilization; recommends policies and procedures and training regimen to prevent vehicle abuse and negligence and promote adherence to preventive maintenance schedules; oversees program identifying existence and disposition of surplus fleet.

Meets with agency personnel to ascertain specialized needs for vehicles and equipment.

Meets with and interviews vendors concerning new vehicles and equipment; recommends purchase of vehicles and equipment that meet City requirements.

Attends pre-bid conferences and reviews bids for automotive equipment to ensure compliance with equipment specifications before award of contracts to vendors.

Collects, records and updates data relative to the utilization of equipment, vehicle inventories and performance of equipment within intended applications.

Tests equipment for performance and adherence to specifications and submits reports on equipment effectiveness to appropriate agency.

Develops and recommends equipment and vehicle budget including requests for equipment replacements.

Develops and maintains up-to-date policies and performance standards regarding purchase of vehicles and equipment and preventive maintenance to ensure maximum equipment performance and efficiency.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the techniques of writing equipment and vehicle specifications.

Knowledge of the operation of various types of heavy equipment and vehicles.

Knowledge of equipment and vehicle purchasing techniques.

Knowledge of customer service in a fleet maintenance operation.

Skill in writing technical specifications.

Ability to deal effectively with City officials and vendors.

Ability to establish and maintain effective working relationships with vendors, co-workers and program personnel.

Supervisory ability.

Ability to operate, test and evaluate new equipment and vehicles for compliance with specifications and City standards.

Ability to develop and monitor equipment budgets.

Ability to direct the maintenance of files, records and logs.

Ability to communicate effectively in writing and orally.

Administrative ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in automotive engineering from an accredited college or university and three years of experience in automotive fleet operations or automotive maintenance.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTES: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

Employees will receive an hourly stipend of $.45 for each ASE (Automotive Service Excellence) certificate obtained and maintained.

ADOPTED: February 24, 1982

REVISED: April 2, 1984 (title changed)
December 2, 1991
October 23, 1997 (license changed)
July 23, 2003
May 14, 2004 (license changed)
April 13, 2005

Baltimore City Department of Human Resources

FLEET QUALITY CONTROL ANALYST

52162

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

A Fleet Quality Control Analyst performs quality assurance, quality control and related mechanical and safety inspections of City vehicles. Compiles reporting for use by Division management and agency personnel, related to repair costs, metrics on repair and maintenance service length, etc. Performs inspections of vehicles at City agency facilities and locations. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek, but are subject to evening, weekend and holiday callback hours as required. Work is performed alternately between an office setting where there are few uncomfortable working conditions, an automotive repair shop where dirty, greasy shop conditions and unpleasant odors may be encountered, and in the field where there may be exposure to various outdoor elements. Work requires moderate physical exertion including stooping, bending, and climbing to inspect vehicles.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Gathers information, procedures and distributes key reports (Avoidable Cost, Extended Delays, Overdue PMs). Collects information from various sources to verify information and compile reports; reports are distributed to agency contacts and/or management as indicated.

Is available to offer diagnostic assistance to service writers as vehicles are bought to the auto repair shop for maintenance and repair; offers guidance on the preparation of work orders based on driver's compliant and visual inspection.

Reviews in-house progress on vehicle repairs; monitors timeliness of repairs against industry standards and internally agreed upon turn-around time checkpoints; confers with motor equipment mechanics and supervisors regarding causes for delays in completion of work and effects resolution.

Confers with Service Writers and Automotive Supervisors, as needed, on the identification of vehicle abuse; prepares reports on vehicle abuse and other avoidable costs; submits reports to identified agency personnel

Performs field inspections to identify vehicles that are not being appropriately inspected by vehicle operators, or properly stored when in agency possession; provides report to yard/facility supervisors; follows up yard/facility supervisors to ensure correction action is taken; documents entire process in report database.

Processes paperwork for distribution of new vehicles to agencies; maintains records; ensures accurate information is housed in database.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the operation and repair of all types of automotive equipment.

Knowledge of automotive parts and their use.

Knowledge of processes and procedures utilized in a large automotive fleet maintenance operation.

Ability to establish and maintain effective working relationships with co-workers, management, agency and vendor personnel.

Ability to utilize computer software programs to enter data in the analysis and tracking of fleet maintenance and repair histories, inventory operation, record keeping and report generation.

Ability to work independently.

Ability to diagnose vehicle abuse.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements – An associate's degree from an accredited college or university and three years of experience in a fleet maintenance operation with experience in automotive maintenance and repair, vendor and procurement services, or automotive parts, tools and specifications.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit are required.

NOTE: Those eligibles who are under final consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: June 26, 2002

REVISED: June 5, 2003
September 30, 2010
January 28, 2016

Baltimore City Department of Human Resources

TIRE MAINTENANCE WORKER I

52194

Maintenance, Trades and
Service Division
Trades Branch
Automotive Trades Group

I. CLASS DEFINITION

A Tire Maintenance Worker I changes and repairs tires on a variety of vehicles. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work shift work, weekend work and are subject to callback. Work is performed in a tire shop where dirty, greasy shop conditions and fumes are regularly encountered. Work requires strenous physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Tire Maintenance Worker II in that it does not involve lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Changes and repairs tires on a variety of vehicles including cars, loadpackers, front-end loaders, tractors and other heavy equipment.

Drives service truck to various locations to repair flat tires on site.

Inspects tires to determine the need for repair or replacement.

Picks up new tires from warehouse.

Unloads trucks of new or repaired tires.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the tools used to change and repair tires.

Knowledge of safety practices and procedures.

Ability to change and repair tires on a variety of vehicles including cars, trucks or heavy equipment.

Ability to follow instructions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - One year of experience in changing and repairing automobile, truck or heavy equipment tires.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: December 12, 1984

REVISED: March 7, 1986
April 9, 1999 (license changed)
August 7, 2003

Baltimore City Department of Human Resources

PIPE FITTER I

52281

Maintenance, Trades and
Service Division
Trades Branch
Building Trades Group

I. CLASS DEFINITION

A Pipe Fitter I installs, maintains, and repairs piping systems and equipment. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees work a conventional workweek, but may be on callback duty in emergencies. Work is performed in varied locations where incumbents may be exposed to narrow or cramped spaces, moving equipment, inclement weather, gas, heat or hazardous chemicals. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Pipe Fitter II in that it involves a full range of pipefitting duties, but does not involve lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Bends, cuts and threads copper, black, galvanized, and plastic pipe; replaces damaged pipes.

Installs, maintains and repairs air, steam, water, sewer and gas lines.

Installs and repairs washbasins, drinking fountains, toilets, urinals and similar equipment.

Installs, maintains and repairs faucets, traps, vents, flushometers, and similar equipment.

Operates drain-cleaning equipment such as suction cups and cable machines to open drains and sanitary lines.

May make minor repairs and adjustments to heat regulating systems and sump pumps; may install or repair various types of valves; may prepare, inspect and maintain indoor and outdoor swimming pools, filtration pumps and related sewage injectors.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods, techniques, tools, materials and equipment of the trade.

Knowledge of codes and standards.

Ability to read and interpret blueprints and sketches.

Ability to complete routine forms.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in pipefitting work.

Equivalencies - Six months of additional experience in pipefitting work may be substituted for each year of the high school or GED requirement. Completion of one year of the required coursework in a pipefitting curriculum in an accredited high school or vocational school may be substituted for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Employees may be required to provide their own hand tools.

ADOPTED: January 1, 1956

REVISED: April 30, 1969
February 25, 1983
August 18, 1983
April 15, 1993
November 21, 1997 (license changed)
May 23, 2006

Baltimore City Department of Human Resources

PIPE FITTER II

52282

Maintenance, Trades and
Service Division
Trades Branch
Building Trades Group

I. CLASS DEFINITION

A Pipe Fitter II leads and participates with subordinate pipe fitters in the installation, maintenance and repair of piping systems and equipment. Work of this class involves no supervisory responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees work a conventional workweek, but may be on callback duty in emergencies. Work is performed in varied locations where incumbents may be exposed to narrow or cramped spaces, moving equipment, inclement weather, gas, heat or hazardous chemicals. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Pipe Fitter I in that it involves lead responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Assigns, reviews, participates in and approves the work of other pipe fitters.

Makes estimates of labor and materials to be used for assigned tasks, writes requisitions for materials.

Installs, repairs, replaces and maintains piping systems including air, steam, water, sewer and gas lines; faucets, traps, vents, flushometers and similar equipment.

Installs and repairs washbasins, drinking fountains, toilets, urinals and similar equipment.

Makes repairs and adjustments to heat regulating and pumping systems; installs and repairs valves.

May prepare, inspect and maintain indoor and outdoor swimming pools, filtration pumps and related sewage injectors.

With others, trains new employees.

Operates drain cleaning equipment such as suction cups and cable machines to open drains and sanitary lines.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods, techniques, tools, materials and equipment of the trade.

Knowledge of codes and standards.

Journeyman skill in the trade.

Ability to make estimates of time and materials for completion of installations, repairs, adjustments and related tasks.

Ability to read and interpret blueprints and sketches.

Ability to train and deal effectively with others.

Ability to complete routine forms and maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a G.E.D. certificate and three years of experience in pipe fitting work.

Equivalencies - Six months of additional experience in pipefitting work may be substituted for each year of the high school or G.E.D. requirement. Completion of one year of the required course work in a pipefitting curriculum in an accredited high school or vocational school may be substituted for six months of the experience requirement. Completion of a pipefitting apprenticeship program approved by the State of Maryland may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

NOTE: Employees may be required to provide their own hand tools.

ADOPTED: January 1, 1956

REVISED: December 15, 1971
January 17, 1973
February 25, 1983
August 18, 1983
September 15, 1994
February 4, 2000 (license changed)
May 23, 2006

Baltimore City Department of Human Resources

PIPE FITTER SUPERVISOR

52285

Maintenance, Trades and
Service Division
Trades Branch
Building Trades Group

I. CLASS DEFINITION

A Pipe Fitter Supervisor schedules, assigns and supervises the installation, maintenance and repair of piping systems and equipment. Work of this class involves supervising subordinate pipe fitters.

Incumbents receive general supervision from a technical superior. Employees work a conventional workweek, but may be on callback duty in emergencies. Work is performed in varied locations where incumbents may be exposed to narrow or cramped spaces, moving equipment, inclement weather, gas, heat or hazardous chemicals. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Supervises personnel engaged in the installation, maintenance and repair of piping systems, including air, water, steam, gas and sewer lines; washbasins, drinking fountains, toilets, urinals, and faucets, traps, vents, flushometers and similar equipment; may supervise the preparation, inspection and maintenance of indoor and outdoor swimming pools, filtration pumps and related sewage injectors.

Instructs and supervises in the repair and adjustment of heat regulating and pumping systems, and the installation and repair of valves.

Prepares schedules and assigns and participates with crews in routine and emergency tasks; inspects completed work for compliance with codes and standards.

Makes estimates of time and material needed for tasks; orders supplies and materials.

Maintains records of time and material expenditures; personnel records and routine reports.

Trains new employees.

Maintains inventory of materials and equipment.

Performs relates work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods, techniques, tools, materials and equipment of the trade.

Knowledge of codes and standards.

Knowledge of safety practices and procedures.

Ability to make estimates of time and materials, prepare schedules, and conduct inspections.

Ability to read and interpret blueprints and sketches; ability to prepare rough sketches.

Ability to train and deal effectively with others.

Supervisory ability.

Ability to maintain records and routine reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and five years of experience in pipe fitting work.

Equivalencies - Six months of additional experience in pipe fitting work may be substituted for each year of the high school or GED requirements. Completion of one year of the required coursework in a pipe fitting curriculum in an accredited high school or vocational school may be substituted for six months of the experience requirement. Completion of an approved pipe fitting apprenticeship program may be substituted for three years of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk management may be required.

NOTE: Employees may be required to provide their own hand tools.

ADOPTED: January 1, 1956

REVISED: August 16, 1978 (title changed)
February 25, 1983
August 18, 1983
May 23, 2006

Baltimore City Department of Human Resources

WELDER ASSISTANT

52310

Maintenance, Trades and
Service Division
Trades Branch
Mechanical Trades Group

I. CLASS DEFINITION

A Welder Assistant performs a variety of non-complex welding tasks such as material preparation, general welding and brazing. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek, subject to callback for emergency situations. Work is performed in a machine shop or field site where the employee may be exposed to inclement weather, heights, noxious fumes, gases and flashes. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Welder in that it involves the performance of entry level or routine welding tasks.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Lays out, cuts and fits materials for welding.

Preheats materials.

Cleans and degreases parts using wire brush, portable grinder or chemical bath.

Performs routine general welding using acetylene or electric arc techniques to repair or fabricate tools and equipment.

Straighten bent parts; fills holes and builds up or grinds down metal parts.

Cleans and maintains shop area and vehicles; performs preventive maintenance to vehicles and equipment.

Maintains work records; completes routine reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the tools, materials, techniques and equipment of the welding trade.

Knowledge of safety practices and procedures.

Ability to follow instructions.

Ability to maintain routine records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of experience in welding work.

Equivalencies - Six months of additional welding experience may be substituted for each year of the high school or GED requirement. Completion of one year of the required coursework in a welding curriculum in an accredited high school or vocational school may be substituted for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: October 23, 1985

REVISED: January 22, 2001 (license changed)

Baltimore City Department of Human Resources

WELDER

52311

Maintenance, Trades and
Service Division
Trades Branch
Mechanical Trades Group

I. CLASS DEFINITION

A Welder applies heat to metal pieces to melt, fuse and then form a permanent bond. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in a repair shop where there is exposure to welding torches, gases, fumes and dust. Work requires strenuous physical exertion including lifting, bending, stooping and working in awkward positions.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Welds metal parts, using welding equipment as specified by layout, welding diagram or work order.

Positions parts in fixtures on bench or floor, or clamps parts together along layout marks.

Selects torch, torch tip, filler rod and flux according to specifications or type and thickness of metal.

Holds torch at proper angle to metal and guides along weld joint, applying filler rod to molten area to form weld.

Repairs broken or cracked metal objects, fills holes and builds up metal parts.

May clean or degrease parts using wire brush, portable grinder or chemical bath.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the tools, materials and techniques used in welding work.

Knowledge of parts replacement and alignment procedures.

Knowledge of safety practices and procedures.

Ability to read and understand work orders, specifications and blueprints.

Ability to safely use gas and electric arc welding equipment.

Ability to inspect weld for bead size and other specifications.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and three years of experience in welding work.

Equivalencies - Six months of additional experience in welding work may be substituted for each year of the high school or GED requirement. Completion of one year of the required coursework in a welding curriculum in an accredited high school or vocational school may be substituted for six months of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required.

ADOPTED: January 1, 1956

REVISED: April 30, 1969
February 25, 1983
April 10, 1985
February 10, 1993
May 22, 1998 (license changed)

Baltimore City Department of Human Resources

LABORER

52941

Maintenance, Trades and
Service Division
Trades Division
Miscellaneous Trades Group

I. CLASS DEFINITION

A Laborer performs routine physical laboring tasks on construction, maintenance, demolition, highways or solid waste projects. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a five-day workweek that may include weekends and shift work on a rotating basis, and overtime as required for emergencies or held over until properly relieved or for emergencies. Work is performed outdoors where incumbents are exposed to such conditions as inclement weather, dust, obnoxious odors, traffic, insect bites, confined spaces, inland waterways, and heights. Work requires strenuous physical activity including frequent bending, stooping, and crawling, climbing ladders, reaching and lifting heavy objects.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Cleans vacant lots, alleys, parks, playgrounds, median strips or clogged sewers and storm drains; fills sandboxes.

Erects and dismantles scaffolding, stages, booths, and similar structures.

Cuts and removes tree limbs obstructing traffic signs, and infringing upon private property; cuts, removes, and mulches tree stumps.

Cleans indoor facilities such as bathrooms, and outdoor ornamental fountains.

Removes bulk items and trash debris from neighborhood parks and playgrounds.

Collects recycled materials and bulk trash.

Sweeps shovels or removes trash, debris, loose materials, asphalt or concrete, snow and ice.

Assists with the installation and finishing of concrete under the oversight of a technical superior.

Lifts, moves and delivers a variety of materials, machinery and equipment.

Cuts underground pvc pipes; may make minor repairs to cut or frayed wires.

Digs and backfills holes and trenches, and streets; spreads and smoothes concrete, sets up concrete forms, fills potholes and smoothes surfaces.

Sets braces to support the sides of excavations.

Assists in laying sewer and other large pipes and seals connections with concrete and other materials.

Operates simple equipment and controls such as air hammers, compactors, bobcats, saws, hammers, drills, glue guns, lawn mowers or riding mowers, mulchers, motorized lifts, electric carts or other equipment requiring only brief instruction.

Removes graffiti from residential and commercial properties; operates sandblasting machinery to remove graffiti.

Works from scaffolding, cherry pickers or ladders to perform tasks as assigned.

May climb trees for removal of tree branches.

Measures window and door openings of vacant houses, cuts boards to fit openings, and affixes boards to structure.

May drive vehicles to transport people and materials.

May assign and monitor citizens engaged in mandated community service involving laboring work.

May direct the flow of vehicles to facilitate traffic flow at work sites; may respond to citizen inquiries to provide answers regarding elemental rules and procedures.

May assist in the removal of floating debris from the inner harbor and inland waterways.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to follow instructions.

Ability to comply with safety rules, regulations and procedures.

Ability to engage in strenuous physical activity.

Ability to work at heights.

Ability to work in inclement weather.

Ability to operate simple equipment and controls.

Ability to learn general construction procedures.

Ability to communicate with the public for the purpose of directing traffic and explaining simple rules and procedures.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - None.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in the class may require a valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: September 1, 1969

REVISED: January 18, 1979
April 5, 1983
August 8, 1983
November 24, 1997
November 17, 2000
March 27, 2002 (license changed)
February 27, 2008
February 7, 2012
February 12, 2021 (license change)

Baltimore City Department of Human Resources

COMMUNITY HEALTH EDUCATOR I

61251

Health and Medical Division
Health Administrative Branch
Health Research and Education Group

I. CLASS DEFINITION

A Community Health Educator I participates in conducting community health education and promotion programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work may be performed in an office, community facility or school where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work in this class is distinguished from that of Community Health Educator II in that it involves training in community health education work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives training in performing community health education and promotion activities on a wide variety of health topics.

Participates in organizing and implementing community health education activities and tasks as part of a community health education program.

May participate in translating or developing health educational and promotional materials, pamphlets, posters, brochures, booklets and programs for non-English speaking residents

Performs pre-testing and data collection tasks to validate community health education materials.

Participates in organizing and conducting conferences, seminars and/or educational sessions, and community health education activities with groups and communities.

May participate in conducting health educational and promotional activities for non-English speaking communities; may interview non-English residents in their native language to participate in determining

and resolving their health-related needs and problems; may participate in explaining laws, regulations and community and health resources and services available; and may translate for them and assist them in filling out English language forms and documents.

May participate in conducting presentations on facts and prevention of a variety of diseases including HIV/AIDS, Sexually Transmitted Diseases, Tuberculosis and other health issues to community groups.

May participate in informing non-English-speaking residents of and introducing them to bilingual community resources, services and institutions established to meet their groups' particular social, health and cultural needs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and methods of community health education.

Knowledge of individual and group behavior.

Knowledge of community group and organization dynamics.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to communicate effectively, both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in public or community health education from an accredited college or university.

Equivalencies - A bachelor's degree from an accredited college or university and one year of experience performing community health education; or equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: In some designated positions, specific experience providing community health education in HIV/AIDS, Sexually Transmitted Diseases or Tuberculosis may be required.

Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

ADOPTED: February 24, 1988

REVISED: December 04, 2003
May 3, 2006

Baltimore City Department of Human Resources

COMMUNITY HEALTH EDUCATOR II

61252

Health and Medical Division
Health Administrative Branch
Health Research and Education Group

I. CLASS DEFINITION

A Community Health Educator II conducts and assists in the design and organization of health educational and promotional programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Community Health Educator III in that it primarily involves implementing health education programs.

III. TYPICAL EXAMPLES OF THE WORK (The following illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts community health educational and promotional activities on a wide variety of health topics for the Health Department.

May conduct presentations on facts and prevention of a wide variety of diseases such as HIV/AIDS, Sexually Transmitted Diseases, Tuberculosis and other health issues to community groups.

May translate or develop health educational and promotional materials, pamphlets, posters, brochures, booklets and programs for non-English speaking residents.

With superiors and others, develops health educational and promotional materials and programs; prepares such material as pamphlets, brochures and booklets utilizing the computer and common business presentation software packages.

May conduct health educational and promotional activities for non-English speaking communities; may interview non-English residents in their native language to determine and resolve their health-related needs and problems; may explain laws, regulations and community and health resources and services available; and may translate for them and assist them in filling out English language forms and documents.

May counsel individuals and groups in goal setting, decision-making skills, value clarification and related matters.

May inform non-English-speaking residents of and introduce them to bilingual community resources, services and institutions established to meet their groups' particular social, health and cultural needs.

Assists superiors and others in developing and conducting inservice training programs in health education techniques.

Conducts and participates in conferences and seminars; meets and speaks to community groups and organizations.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of community health education.

Knowledge of facts and prevention of a wide variety of diseases, such as HIV/AIDS, STD and Tuberculosis.

Knowledge of individual and group behavior.

Knowledge of community, group and organization dynamics.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to develop health education and promotion programs.

Ability to utilize the computer and common business presentation software packages to prepare community health education and promotion materials.

Ability to conduct community Health presentations.

Ability to deal with community groups and organizations.

Ability to communicate effectively, both orally and in writing.

V. REQUIRED EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in public or community health education from an accredited college or university and one year of experience performing public or community health education.

Equivalencies - A bachelor's degree from an accredited college or university and two years of experience providing public or community health education; or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: In some designated positions, specific experience providing community health education in HIV/AIDS, Sexually Transmitted Diseases or Tuberculosis may be required.

Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 24, 1988

REVISED: February 26, 1990
December 4, 2003
May 3, 2006

Baltimore City Department of Human Resources

COMMUNITY HEALTH EDUCATOR III

61253

Health and Medical Division
Health Administrative Branch
Health Research and Education Group

I. CLASS DEFINITION

A Community Health Educator III designs, organizes and conducts health educational and promotional programs. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Community Health Educator II in that it involves designing and organizing community health education programs.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Designs, organizes and conducts health educational and promotional programs on a wide variety of health topics for the Health Department.

Acts as consultant to departmental units and community organizations; provides guidance in developing and organizing community health education programs.

May translate or develop health educational and promotional materials, pamphlets, posters, brochures, booklets and programs for non-English speaking residents.

Evaluates the effectiveness of health educational and promotional programs.

Develops educational materials such as audio-visual aids and other publications to inform the public of health problems; prepares such material as booklets, pamphlets, and brochures, utilizing the computer and common business presentation software packages.

Develops and conducts in-service training programs in health education.

May conduct health educational and promotional activities for non-English speaking communities; may interview non-English residents in their native language to determine and resolve their health-related needs and problems; may explain laws, regulations and community and health resources and services available; and may translate for them and assist them in filling out English language forms and documents

May counsel individuals and groups in goal setting, decision-making skills, value clarification and related matters.

May inform non-English-speaking residents of and introduce them to bilingual community resources, services and institutions established to meet their groups' particular social, health and cultural needs.

Organizes and conducts citywide conferences and seminars; meets and speaks to community groups and organizations.

May conduct presentations on facts and prevention of a wide variety of diseases including HIV/AIDS, Sexually Transmitted Diseases, Tuberculosis and other health issues to community groups.

May assign and review the work of other Health Educators.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of health education.

Knowledge of individual and group behavior.

Knowledge of facts and prevention of a wide variety of diseases, such as HIV/AIDS, STD and Tuberculosis.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to design, organize, conduct and evaluate community health education and promotion programs.

Ability to utilize the computer and common business presentation software packages to prepare community health education and promotion materials.

Ability to develop and conduct in-service training programs in health education.

Ability to act as a health educational consultant.

Ability to deal with city government officials and personnel and community groups and organizations.

Ability to communicate effectively orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in public or community health education from an accredited college or university and two years of experience performing public or community health education work.

Equivalencies - A bachelor's degree from an accredited college or university and three years of experience performing public or community health education work; or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this classification assigned to Baltimore City Health Department may require a valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligibility to obtain a Baltimore City driver's permit.

NOTES: In some designated positions, specific experience providing community health education in HIV/AIDS, Sexually Transmitted Diseases or Tuberculosis may be required.

Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

Those eligibles under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: February 24, 1988

REVISED: February 26, 1990
December 4, 2003
May 3, 2006
February 23, 2018 (DRAFT #1)

Baltimore City Department of Human Resources

COMMUNITY HEALTH EDUCATOR SUPERVISOR

61255

Health and Medical Division
Health Administrative Branch
Health Research and Education Group

I. CLASS DEFINITION

A Community Health Educator Supervisor plans, conducts and provides direction to others on health education and promotional programs. Work of this class involves supervising community health education personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Plans and organizes health education and promotional programs for the Health Department.

Supervises a staff of community health education personnel including evaluating their performance, disciplining and recommending hiring and firing.

Acts as a consultant to professional and community organizations and leaders providing guidance in developing and organizing community health education programs on a wide variety of health topics.

May translate or develop health educational and promotional materials, pamphlets, posters, brochures, booklets and programs for non-English speaking residents.

Establishes an evaluation system to determine the effectiveness of health education and promotional programs.

May conduct health educational and promotional activities for non-English speaking communities; may interview non-English residents in their native language to determine and resolve their health-related needs and problems; may explain laws, regulations and community and health resources and services available; and may translate for them and assist them in filling out English language forms and documents

Develops educational materials to inform the public of health problems: prepares such material as audio-visual aids, pamphlets, brochures and booklets utilizing the computer and common business presentation software packages.

Develops and conducts in-service training programs in health education.

Organizes and conducts Citywide conferences and seminars; meets and speaks to community groups and organizations.

May inform non-English-speaking residents of and introduce them to bilingual community resources, services and institutions established to meet their groups' particular social, health and cultural needs.

May conduct presentations on facts and prevention of a wide variety of diseases such as HIV/AIDS, Sexually Transmitted Diseases, Tuberculosis and other health issues to community groups.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of community health education.

Knowledge of individual and group behavior.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to plan and conduct community health education and promotional programs.

Ability to establish community health education and promotional evaluation systems.

Ability to utilize the computer and common business presentation software packages to prepare community health education and promotion materials.

Ability to develop and conduct in-service training programs in community health education.

Ability to act as a community health education consultant.

Ability to deal with City government officials and personnel and community groups and organizations.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A master's degree in public or community health education from an accredited college or university and three years of experience in community health education.

Equivalencies - Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTES: In some designated positions, specific experience providing community health education in HIV/AIDS, Sexually Transmitted Diseases or Tuberculosis may be required.

Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

ADOPTED: February 24, 1988

REVISED: December 4, 2003
May 3, 2006

Baltimore City Department of Human Resources

COMMUNITY HEALTH NURSE I

62211
62221

Health and Medical Division
Health Care Branch
Nursing Group

I. CLASS DEFINITION

A Community Health Nurse I cares for patients in clinics, homes, schools and other community settings. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in clinics, homes or schools where incumbents may encounter illness, disease or stressful situations. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Community Health Nurse II in that it involves the performance of nursing duties of a limited complexity under close supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Interviews patients to obtain health histories and symptom descriptions.

Prepares nursing care plans for patients.

Interprets results of physicians' examinations, health tests and treatment options for patients.

Refers patients to community resources and follows up to ensure that recommendations for health care are observed.

Performs various health screens and administers medications prescribed by physicians.

Documents all nursing activities and maintain records; participates in quality assurance programs.

May order and inventory supplies, medications and medical equipment.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of nursing practices and techniques.

Knowledge of nursing theory and process.

Knowledge of professional nursing standards.

Ability to deal effectively with others.

Ability to assess the physical and emotional needs of individuals and families.

Ability to effectively communicate.

Ability to maintain records and write reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in nursing from an accredited college or university.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Current licensure as a registered nurse in the State of Maryland or registered nurse licensure from a Multi-State Licensure Compact participant state is required.

NOTE: Those eligibles under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and successfully pass a fingerprint and background investigation.

ADOPTED: July 30, 1969

REVISED: July 29, 1977
September 1, 1982 (title changed)
September 6, 1985
May 10, l989
March 25, 1998
December 5, 2006 (licensure change)
January 29, 2007 (MQ change)

Baltimore City Department of Human Resources

COMMUNITY HEALTH NURSE II

62212
62222

Health and Medical Division
Health Care Branch
Nursing Group

I. CLASS DEFINITION

A Community Health Nurse II assesses, plans and evaluates patient care in clinics, homes, schools and other community settings. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in clinics, homes or schools where incumbents may encounter illness, disease or stressful situations. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Community Health Nurse I in that it involves performing skilled nursing care with a high degree of independence.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Interviews and assesses health needs of individuals and families; analyzes and interprets assessment findings for other health and welfare professionals.

Develops nursing care plans for patients receiving skilled and non-skilled nursing services.

Collaborates with physicians in determining the treatment regime most beneficial for patient care.

Explores and determines health care and other options in counseling individuals and families about health and social problems and concerns.

May oversee nursing activities performed by other nurses and auxiliary personnel in a clinical specialty area; may supervise aides providing personal care services in the home.

Evaluates patient data including plan of care and response to follow up for groups of clinic patients.

Plans, develops and evaluates health care presentations to patients and community groups.

Counsels and refers persons with complex health problems.

Serves as agency representative on community boards and councils.

May assign and review the work of nursing and auxiliary staff and trains new personnel.

Maintains records and writes reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of nursing theory, process, practices and procedures.

Knowledge of professional nursing standards.

Knowledge of community health resources and agencies.

Ability to make long-range plans for community health services.

Ability to plan, develop, implement and evaluate community health programs.

Ability to establish and maintain effective relationships with others.

Ability to effectively communicate orally and in writing.

Administrative ability.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in nursing from an accredited college or university and two years of experience as a registered nurse.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Current licensure as a registered nurse in the State of Maryland or registered nurse licensure from a Multi-State Licensure Compact participant state is required.

NOTE: Those eligibles under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and successfully pass a fingerprint and background investigation.

ADOPTED: January 1, 1956

REVISED: June 30, l959
March 30, l961
July 29, l977 (title changed)
September 1, l982 (title changed)
March 12, l987
May 10, 1989
March 25, 1998
December 5, 2006 (licensure change)
January 29, 2007 (MQ change)

Baltimore City Department of Human Resources

LICENSED PRACTICAL NURSE

62260

Health and Medical Division
Health Care Branch
Nursing Group

I. CLASS DEFINITION

A Licensed Practical Nurse provides practical nursing care to patients and clients under the direction of a physician or a registered nurse. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work rotating shifts including evenings and weekends. Work is performed in a clinic, an office or the client's home where they may be exposed to illness, disease and stressful conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE CLASS

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of this agency.)

Interviews and collects information from clients/patients regarding their health status and medications; observes patients; identifies and informs physicians, nurses or addiction counselors of health or behavior changes; records information.

Participates in individual or group counseling of clients/patients in one or more of the following areas; AIDS prevention, HIV care, tuberculosis care, vaccinations, hepatitis, enteric diseases and infant care.

Refers clients to community resources and ensures health care recommendations are implemented.

Notifies and discusses with physician or nurse unusual problems or barriers to care.

Participates in team meetings regarding evaluation of and planning for patients/clients.

Under the direction of a physician and in accordance with agency procedures and guidelines, administers medications, injections or vaccinations to patients including methodose or tuberculin drugs; transcribes physician's orders, recording amount of medication or vaccine to be dispensed; maintains log of medications dispensed.

Screens patients for health indicators by obtaining blood and other specimens for laboratory analysis, examining for vision, hearing, blood pressure, pulse, breath alcohol level and performing pulmonary lung function tests, electrocardiograms and tuberculosis testing.

Reviews medical charts for completeness and accuracy; assists physician in conducting medical examinations.

Reviews laboratory analysis results for incomplete or abnormal readings; informs physicians and addiction counselors of laboratory results.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of practical nursing standards and practices.

Ability to apply practical nursing care.

Ability to establish and maintain effective working relationship with co-workers, physicians, registered nurses, other health care professionals, patients and their families.

Ability to effectively communicate orally.

Ability to maintain records.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Two years of experience as a licensed practical nurse.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS OR CERTIFICATES

Current licensure as a practical nurse in the State of Maryland or practical nurse licensure from a Multi-State Licensure Compact participant state is required.

NOTE: Those eligibles who are under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information and successfully pass a fingerprint and background investigation.

ADOPTED: October 24, 1990

REVISED: October 9, 1996
December 5, 2006 (licensure change)
January 29, 2007 (MQ change)

Baltimore City Department of Human Resources

EMERGENCY MEDICAL TECHNICIAN

62710

Health and Medical Division
Health Care Branch
Emergency Medical Group

I. CLASS DEFINITION

An Emergency Medical Technician receives academic and field training in providing medical treatment at the scene of an accident or illness by analyzing and taking command of patient care with full responsibility for the patient until patient is transported to a medical facility and is relieved into the care of proper medical staff. Work of this class involves no supervisory duties or responsibilities.

Incumbents receives close supervision from an Advanced Life Support Provider or an Emergency Medical Services Officer and medical direction from an online physician. Employees in this class work rotating shifts including nights, weekends and holidays. Work is performed at the scene of medical emergencies, major traffic and other accidents, natural and man-made disasters where there is exposure to hazardous situations and emotionally traumatic events. Work requires strenuous physical activity such as lifting, climbing and bending.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In the Baltimore City Fire Department Training Academy, receives training in providing medical treatment to calls for fire suppression and rescue operations, including accidents, collapsed structures, floods, drowning, explosions, HAZMAT and other incidents; secures emergency scene victims using a variety of equipment and tools when necessary.

While in the Academy receives training on how to safely drive, operate and maintain Emergency Medical Service (EMS) vehicles and equipment under emergency and non-emergency conditions.

In the Academy under close supervision, determines nature and extent of illness or injury or magnitude of disaster to determine treatment procedures and need for additional assistance; administers prescribed medical treatment at the site of emergency or in specially equipped vehicle; transports sick and injured persons to emergency medical facility.

In the Academy learns how to administer basic life support as appropriate; performs such treatment activities as administering oxygen, defibrillation procedures and artificial resuscitation, the application of splints to broken bones, treatment of minor wounds and abrasions and controlling of hemorrhages and administering specified drugs.

Obtains and follows instructions from senior or appropriate medical facility professionals regarding further treatment of patients.

Learns how to re-equips ambulance with proper inventory or supplies, maintains ambulance and emergency equipment in clean, sanitary and serviceable condition.

Provides support to distressed and emotional patients.

Conducts and/or assists in the extrication of trapped persons.

Receives training on how to physically remove patients from multi-level dwellings utilizing stair chair or other equipment.

Receives training in the Operation of communication equipment to effectively relay patient medical information and updates to hospital medical personnel and others.

Participates in training and remains current on hazardous materials and emergency medical services.

Participates in community risk reductions activities.

Performs housekeeping duties in firehouse.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to read, speak and comprehend the English language.

Ability to learn how drive an ambulance and operate equipment safely under emergency and non-emergency situations and to ensure that they are maintained in serviceable condition.

Ability to complete and pass the Fire Department Respiratory Protection Program (FIT TEST).

Ability to learn how to administer first-aid and related emergency medical techniques.

Ability to learn how to maintain ambulance and emergency equipment in serviceable condition.

Ability to learn how to and respond to emergencies quickly and appropriately under stressful conditions.

Ability to how to learn to compose narrative reports and complete forms clearly, legibly and accurately.

Ability to follow written and oral directions and the orders of superiors.

Ability to learn how to analyze emergency situations and determine effective course of action under stressful and hazardous conditions.

Ability to establish and maintain effective professional relationships with peers and the public, particularly under stressful conditions.

Ability to communicate effectively both orally and in writing.

Ability to learn and administer any medication as required by the Maryland Medical Protocol.

Ability to work effectively as part of a team.

Ability to learn and perform firefighting and rescue techniques.

Ability to engage in strenuous physical effort for prolonged periods as required.

Ability to learn, comprehend and use basic computer commands.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate on or before the date of the structured interview. Candidates for positions in this class must be 18 years of age and a United States Citizen or a Resident Alien at the time of application.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Non-Commercial driver's license or an equivalent license, and eligible to obtain a Baltimore City's driver's permit.

Current Basic Life Support Certification as an Emergency Medical Technician (EMT) or equivalent from the National Registry of Emergency Medical Technician;

OR

Current Certification as a Maryland Emergency Medical Technician (EMT), or equivalent, from the Maryland Institute for Emergency Medical Services Systems (MIEMSS).

VII. PHYSICAL AND MEDICAL STANDARDS:

Candidates for positions in this class will be required to pass a physical ability test as required by the City of Baltimore.

Employees in this class hired after January 1, 2010 must meet National Fire Protection Association (NFPA) Standard 1582, including tobacco free upon appointment and throughout their length of service in the Baltimore City Fire Department or be subject to termination.

NOTE: During the initial training period at the Fire Academy EMT's must obtain and maintain the following:

a. Maryland Fire Service Professional Qualification Board Firefighter I certification.

b. Maryland Fire Service Professional Qualification Board Responders to Hazardous Material Operations certification.

NOTE: Candidates who are under final consideration for appointment will be required to authorize the release of criminal conviction information and to submit and pass drug and alcohol tests.

NOTE: Candidates who are under final consideration for appointment will be required to obtain Maryland licensure as an Emergency Medical Technician from the Maryland Institute of Emergency Medical Services Systems (MIEMSS) on or before the completion of the Fire Academy. Employee's employment may be subject to termination if they are unable to obtain this license from the Maryland Institute of Emergency Medical Services Systems (MIEMSS).

NOTE: EMT's must complete an American Heart Association's (AHA) CPR for the Healthcare Provider course.

NOTE: EMT's must successfully complete a Maryland Fire and Rescue Institute (MFRI) Emergency Vehicle Operator Course, (EVOC) and Defensive Driving Course or an equivalent course acceptable to the Office of Risk Management and the Maryland Department of Motor Vehicles.

NOTE: Employees of the Baltimore City Fire Department must hold and maintain licenses and certifications in all of the above as a condition of employment. Employees must successfully complete any additional educational courses and skills competency evaluations required by the Maryland Institute for Emergency Medical Services Systems (MIEMSS), Maryland Fire Rescue Institute (MFRI) and/or Baltimore City Fire Department (BCFD). In the event of changes in the standards, certifications or licensure requirements in any of the above, the employee is required to maintain the equivalent certification or licensure to continue employment with the Baltimore City Fire Department.

NOTE: Failure to pass any of the Baltimore City Training Academy's Training Modules, or failure to obtain any required license or certification, by the end of the initial training period will result in termination of employment with the Baltimore City Fire Department.

ADOPTED: November 20, 1985

REVISED: February 22, 2001 (license changed)
October 9, 2008 (license changed to Office of Risk Management)
February 5, 2014 (title changed)
February 11, 2014
December 9, 2016
December 30, 2016

Baltimore City Department of Human Resources

POLLUTION CONTROL ANALYST I

71211

Engineering and Science Division
Science Branch
Environmental Science Group

I. CLASS DEFINITION

A Pollution Control Analyst I collects samples, conducts tests and makes field investigations to obtain data for identifying and monitoring sources of pollution. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek. Some employees work a rotating shift and are subject to callback. Work is performed outdoors where incumbents are exposed to noxious odors, raw sewage, hazardous wastes, working in manholes and inclement weather. Work requires moderate physical exertion including prolonged walking or standing and lifting.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Pollution Control Analyst II in that it is entry level professional pollution control work and involves the performance of a limited range of duties such as the installation and monitoring of sampling equipment and the collection of samples.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Receives training in investigative and inspection procedures and performs beginning level investigations and inspections.

Installs and monitors sampling equipment and flow measuring devices.

Uses standard protocols to collect water samples from streams and lakes, raw or treated water, sanitary sewer, wastewater treatment plant processes, industrial wastewater and/or storm drains to determine pollutant loadings.

Prepares samples for testing, records data and makes summaries.

Uses standard protocols to collect water, air, soil, salt or mud to determine chemical composition and the nature of pollutants.

Performs chemical, physical and field tests on samples in accordance with prescribed standards.

Operates fixed or mobile data collection or monitoring stations.

Compiles data and aids in the preparation of reports.

With others, reviews plans for the elimination of water or soil pollution.

Uses various software packages for retrieving and analyzing sample data.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the location of industries or bodies of water throughout the City.

Knowledge of the principles of pollution investigation and control.

Knowledge of laboratory procedures related to waste or soils studies or treatment and drainage facilities, or geology or soils management.

Ability to interpret general engineering processes or drainage reports.

Ability to install, utilize and monitor sampling equipment and flow measuring devices.

Ability to gather and analyze data.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in chemistry, biology or a related field from an accredited college or university.

Equivalencies – Current license as a Registered Environmental Health Specialist issued by the Maryland Board of Environmental Health Specialists may be substituted for the required education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver’s license or an equivalent out-of-state driver's license and eligible to obtain a Baltimore city’s driver permit.

Employees of the Pollution Control Section must obtain a Letter of Eligibility for licensure as an Environmental Health Specialist from the Maryland Board of Environmental Health Specialists within six months of appointment.

NOTE: Those eligibles under final consideration for appointment to some positions in this class will be required to authorize the release of criminal conviction information.

ADOPTED: October 13, 1982

REVISED: March 13, 1984
March 2, 1988
August 4, 1998
March 2, 2015
September 2, 2016

Baltimore City Department of Human Resources

POLLUTION CONTROL ANALYST II

71212

Engineering and Science Division
Science Branch
Environmental Science Group

I. CLASS DEFINITION

A Pollution Control Analyst II conducts investigations in the field to obtain data for determining sources of pollution and methods of controlling pollutants. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek; some employees work a rotating shift and are subject to callback. Work is performed outdoors where incumbents are exposed to noxious odors, raw sewage, hazardous wastes, working in manholes and inclement weather. Work requires moderate physical exertion including prolonged walking or standing and lifting.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Pollution Control Analyst III in that it does not involve lead work responsibilities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Performs monitoring activities in the field at the direction of a supervisor or lead worker.

Monitors field and laboratory data to ensure adherence to quality assurance and quality control standards.

Analyzes sampling data to detect potential sampling problems or possible changes in environmental variables.

Coordinates sampling activities studies.

Reviews all field data for proper format and submits data to supervisor in accordance with established protocols

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and practices of pollution investigation and control.

Knowledge of laboratory procedures related to waste or soils studies, treatment and drainage facilities or geology or soils management.

Knowledge of engineering principles related to the field of pollution studies, stormwater management, waste treatment, and drainage or soils management.

Knowledge of pollution control analysis techniques.

Knowledge of statistics.

Ability to interpret engineering processes or drainage reports.

Ability to analyze data and prepare technical reports.

Ability to conduct stream, stormwater, waste, industrial or soil studies.

Ability to interpret plans for pretreatment processes.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's degree in chemistry, biology or related field from an accredited college or university and two years of experience in pollution investigation and control work in one of the following fields: stormwater management; wastewater treatment plants; design of treatment or drainage facilities; water, wastewater or soils laboratories; pollution or erosion control or soil studies.

Equivalencies - Additional experience performing pollution investigation and control work as described above may be substituted on a year for year basis for the degree requirement. Current license as a Registered Environmental Health Specialist issued by the Maryland Board of Environmental Health Specialists may be substituted for the required education.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent driver's license and eligible to obtain a Baltimore city driver’s permit.

Some positions of the Pollution Control Section must possess and maintain a current license as a Registered Environmental Health Specialist from the Maryland Board of Environmental Health Specialists.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: October 13, 1982

REVISED: February 16, 1984
March 2, 1988
April 3, 1989
March 2, 2015

Baltimore City Department of Human Resources

LABORATORY ASSISTANT I

71511

Engineering and Science Division
Science Branch
Laboratory Group

I. CLASS DEFINITION

A Laboratory Assistant I cleans and sterilizes laboratory equipment and glassware, prepares media and mixes solutions and maintains the laboratory in a clean and orderly condition. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class may work a rotating shift, weekends and holidays. Work is performed in a laboratory where incumbents may be exposed to heat, infectious diseases and toxic chemicals. Work requires minimal physical exertion; however there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Laboratory Assistant II in that it involves the cleaning and sterilization of equipment and general laboratory maintenance duties.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Cleans laboratory equipment such as glassware, metal instruments, sinks, tables and tests panels, using solvents and brushes.

May sterilize glassware and instruments using an autoclave.

Prepares media and mixes solutions.

Gives food, water and medication to laboratory animals; cleans laboratory animals cages.

Fills tubes and bottles with specified solutions and applies identification labels.

May arrange specimens and samples on trays to be placed in incubators or refrigerators.

Collects samples from various sites; transports samples to laboratory for analysis.

Learns to prepare simple tests.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of laboratory equipment.

Knowledge of the fundamentals of the metric system.

Ability to clean and sterilize laboratory equipment, instruments and glassware.

Ability to learn laboratory procedures and terminology.

Ability to perform simple mathematical calculations.

Ability to learn to perform simple laboratory tests and to prepare media and solutions.

Ability to follow instructions.

Ability to care for and give medication to laboratory animals.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate with a course in biology, chemistry and/or physics and one year of experience in laboratory work.

Equivalencies - Completion of one year at an accredited college or university with courses in biology, chemistry and/or physics may be substituted for the experience requirement. Six months of additional experience in laboratory work may be substituted for each year of the high school or GED requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Positions in the Department of Public Works may require a valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management.

ADOPTED: January 1, 1956

REVISED: June 26, 1958
July 18, 1963
March 13, 1974

February 17, 1978
October 27, 1981
April 27, 1982
October 6, 1982 (title changed)
November 17, 1983
June 10, 1993
November 6, 1998

Baltimore City Department of Human Resources

LABORATORY ASSISTANT II

71512

Engineering and Science Division
Science Branch
Laboratory Group

I. CLASS DEFINITION

A Laboratory Assistant II prepares a variety of samples and specimens for testing, sterilizes equipment, maintains laboratory in clean condition and performs routine tests under supervision of chemists or technologists. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class may work a rotating shift, weekends and holidays. Work is performed in a laboratory where incumbents may be exposed to heat, infectious diseases and toxic chemicals. Work requires minimal physical exertion; however there may be periods of prolonged walking or standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Laboratory Assistant I in that it involves preparing samples and specimens for complex tests and performing routine tests with supervision.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Inoculates various culture media from specimens of blood, feces, urine or from transported swabs.

Prepares slides for examination by picking colonies of bacteria from culture media, affixing them to slides, and staining them with the prepared solutions.

Prepares specimens for intestinal parasite examinations.

Prepares bacteriological and chemical samples for testing.

With chemists, tests sewage samples for acidity, alkalinity, grease determination, suspended solids, biochemical oxygen demand.

May perform grease analysis test with instruction.

Prepares tubes and bottles, culture media, stains and reagents.

Sterilizes equipment and assists in maintaining laboratory in clean condition.

Positions in the Health Department may, on occasion, upon physician's orders, draw blood samples from clinic patients.

May collect samples from various sites.

Participates with chemists, in preparing samples and equipment for Biochemical Oxygen Demand, Chemical Oxygen Demand tests and Total Carbon and Nutrient Analysis.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of laboratory procedures, equipment and terminology.

Knowledge of the fundamentals of the metric system.

Ability to perform routine laboratory tests.

Ability to clean and sterilize laboratory equipment, instruments and glassware.

Ability to follow instructions.

Ability to perform mathematical calculations.

Ability to prepare media and solutions.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - An associate of science degree in laboratory technology or the chemical or biological sciences from an accredited college.

Equivalencies - One year of experience in laboratory work may be substituted for each year of the education requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Positions in the Department of Public Works may require a valid Maryland Class C Noncommercial driver's license or equivalent out-of-state driver's license acceptable to the Office of Risk Management.

NOTE: Employees assigned to this class who analyze drinking water must successfully complete periodic lab certification performance tests administered by the Maryland State Department of Health and Mental Hygiene.

ADOPTED: October 6, 1982

REVISED: November 17, 1983
June 29, 1995
July 31, 1996 (license changed)
June 13, 2001

Baltimore City Department of Human Resources

CHEMIST I

71521

Engineering and Science Division
Science Branch
Laboratory Group

I. CLASS DEFINITION

A Chemist I performs routine tests and analyses on samples of construction materials, raw and treated water or raw and treated wastewater. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in the class work a conventional workweek; some evening, weekend and holiday hours may be required. Work is performed in a chemical laboratory where incumbents may be exposed to noxious odors, acids, organic solvents and hazardous substances. Work requires minimal physical exertion; however, there may be periods of prolonged standing.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Chemist II in that incumbents are closely supervised in performing work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Analyzes samples of streams, raw and treated wastewater, sludge and other byproducts of wastewater treatment process to assist in determining plant efficiency.

Performs classical pollution indication test to determine quality of discharge to receiving waters.

Performs routine chemical tests on construction materials, fence parts, paints, soaps, detergents, household ammonia, cables, ropes, caulking compounds, fuel oils and other substance to ensure compliance with City specifications and standards.

Analyzes samples of raw and treated water in a purification plant to assist technicians in chemical processing.

Performs simple bacteriological studies to ensure purity of drinking water.

Prepares substances and solutions for use in chemical analyses.

Maintains records and writes technical reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the methods and techniques of chemical analyses.

Knowledge of general laboratory procedures.

Ability to make stoichiometric computations.

Ability to perform routine chemical analyses.

Ability to work effectively with others.

Ability to maintain records and write technical reports.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree in chemistry from an accredited college or university.

Equivalencies: - Equivalent combination of education and experience, which must include at least 20 credits in chemistry from an accredited college or university.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management may be required.

NOTE: Employees assigned to this class who analyze drinking water must successfully complete periodic lab certification performance tests administered by the Maryland State Department of Health and Mental Hygiene.

ADOPTED: May 10, 1962

REVISED: April 11, 1963 (title changed)
July 1, 1969
May 12, 1971
April 18, 1973
March 5, 1981
September 1, 1982 (title changed)

October 6, 1983
January 25, 1984
May 10, 1984
August 24, 1993
July 8, 1996 (license changed)
September 28, 1998
June 13, 2001

Baltimore City Department of Human Resources

ENGINEER I

72111

Engineering and Science Division
Engineering Branch
General Engineering Group

I. CLASS DEFINITION

An Engineer I prepares and reviews engineering plans, designs, specifications and cost estimates. Work of this class may involve overseeing the work of drafting, sub-professional engineering and other personnel.

Incumbents receive moderate supervision from a technical supervisor. Employees in this class work a conventional workweek. Work is performed in an office setting under normal working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Engineer II in that it does not involve the guidance, assignment and review of work of other personnel, or engineering duties of an innovative, complex nature.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Prepares engineering plans and designs, writes specifications and cost estimates in compliance with departmental standards, technical requirements and appropriate code requirements.

Reviews and evaluates engineering plans, designs, specifications and cost estimates in compliance with departmental standards, technical requirements and appropriate code requirements.

Consults with contractors, engineers, architects and others on plans, designs and specifications.

Conducts field investigations of engineering problems and makes corrective recommendations.

Writes correspondence and technical reports.

May oversee drafting and sub-professional engineering personnel and others.

Consults with contractors, engineers, architects and others on plans, designs and specifications.

Conducts field investigations of engineering problems and makes corrective recommendations to senior engineering staff.

May advise others on legislation, regulations and guidelines concerning engineering.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of engineering principles and practices.

Ability to apply the principles and practices of engineering.

Ability to prepare technical reports and to conduct engineering investigations.

Ability to work effectively with engineers, consultants and developers.

Ability to communicate effectively with others both orally and in writing.

Ability to interpret City engineering standards, policies, technical requirements and codes.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's of Science degree in engineering from an accredited college or university

Equivalencies - A Master's degree in engineering may be substituted for the Bachelor's of Science degree in engineering.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class require an Engineer-In-Training certificate from the State of Maryland.

Some positions in this class require an Engineering Technologist certification from the National Institute for Certification in Engineering Technologies (NICET).

Some positions in this class require current licensure as a Professional Engineer issued by the Maryland State Board of Professional Engineers or equivalent out-of-state license.

Some positions in this class require a valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTE: Those eligibles that are under final consideration for appointment to some positions in these classes will be required to authorize release of criminal conviction information.

ADOPTED: April 5, 1989
REVISED: September 24, 1996
April 24, 2006
February 1, 2007
July 1, 2014

Baltimore City Department of Human Resources

ENGINEER II

72113

Engineering and Science Division
Engineering Branch
General Engineering Group

I. CLASS DEFINITION

An Engineer II assigns and reviews the work of engineers or performs engineering work of an innovative, complex nature. Work of this class may involve leading engineers and supervising sub-professional engineering and other personnel.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office where there are no uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class differs from that of the class of Engineer I in that it involves the guidance, assignment and review of work of other personnel, or engineering duties of an innovative, complex nature.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops engineering plans, specifications and cost estimates for major engineering projects.

Examines and evaluates complex engineering plans, designs and specifications for compliance with engineering standards, policy, technical requirements and codes.

May lead subordinate engineering personnel by assigning, reviewing and approving their work.

Conducts investigations on major projects and writes technical reports and makes recommendations on problems.

Consults with engineers, contractors and architects on engineering problems.

May supervise drafting and subprofessional engineering personnel and others.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of engineering principles and practices.

Knowledge of the methods of engineering analysis.

Ability to develop engineering plans, designs, specifications and material and cost estimates.

Ability to assign, review and approve the work of engineering personnel.

Ability to write technical reports.

Ability to communicate effectively with others both orally and in writing.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Bachelor's of Science degree in engineering from an accredited college or university and three years of experience in performing engineering work.

Equivalencies - A Master's degree in engineering may be substituted for the Bachelor's of Science degree in engineering **OR** for two years of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Some positions in this class require an Engineer-In-Training certificate from the State of Maryland.

Some positions in this class require an Engineering Technologist certification from the National Institute for Certification in Engineering Technologies (NICET).

Some positions in this class require current licensure as a Professional Engineer issued by the Maryland State Board of Professional Engineers or equivalent out-of-state license.

Some positions in this class require a valid Maryland Class C Non-Commercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

NOTE: Those eligibles who are under final consideration for appointment to some positions in these classes will be required to authorize the release of criminal conviction information.

ADOPTED: April 5, 1989
REVISED: April 24, 2006
February 1, 2007
May 15, 2007
July 1, 2014

Baltimore City Department of Human Resources

CIVIL ENGINEER

72116

Engineering and Science Division
Engineering Branch
General Engineering Group

I. CLASS DEFINITION

A Civil Engineer performs complex and innovative engineering work. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Work is performed in an office where there are no uncomfortable working conditions. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Develops engineering plans, specifications and cost estimates for civil engineering projects.

Plans and designs utility systems.

Prepares field surveys.

Designs roadways and storm drainage systems.

Develops grading and sediment and erosion control plans.

Plans, designs and oversees construction of structures and facilities.

Analyzes and determines the source and nature of structural defects and makes or recommends corrections.

Examines and recommends approval of complex engineering plans, specifications and designs for major engineering projects.

Conducts investigations on major projects and writes technical reports.

May lead subordinate engineering personnel by assigning, reviewing and approving their work.

May supervise drafting and subprofessional engineering personnel and others.

May conduct community based design process meetings.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of civil engineering principles and practices.

Knowledge of the methods of engineering analysis.

Knowledge of materials and techniques of construction.

Ability to develop civil engineering plans, designs, specifications and material and cost estimates.

Ability to assign, review and approve the work of engineering personnel.

Ability to write technical reports.

Ability to communicate effectively with others both orally and in writing.

Ability to work effectively with others.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree in civil engineering from an accredited college or university and three years of experience in performing civil engineering work.

Equivalencies - A master's degree in civil engineering from an accredited college or university may be substituted for one year of the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Civil Engineer:
Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment to some positions in these classes will be required to authorize release of criminal conviction information.

ADOPTED: January 3, 1996

REVISED: February 1, 2007

Baltimore City Department of Human Resources

SOCIAL WORKER I (LGSW)

81112

Human Resources Division
Social Service Branch
Social Service Group

I. CLASS DEFINITION

A Social Worker I (LGSW) assesses the needs of and counsels clients, refers clients to community service agencies and assures receipt of agency services. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and may require frequent home visits to client's home where dogs, rodents, insects, inclement weather and crime may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Social Worker II in that it involves performing social work assignments of limited complexity.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Interviews clients to assess current status, history and potential strengths and weaknesses; prepares social histories and psychosocial diagnoses and develops treatment plans.

Counsels and advises clients.

Coordinates and monitors the delivery of social services to clients and their families.

Provides information and referral services.

Participates in a variety of conferences, meetings and staff development sessions.

Documents case management assessments, activity, treatment plans and resolutions; prepares narrative and statistical reports.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of social work.

Knowledge of individual and group dynamics.

Ability to develop and maintain effective working relationships with clients, professionals and others.

Ability to be responsive and helpful to individuals and families in crises.

Ability to develop and facilitate group discussion.

Ability to communicate effectively orally and in writing.

Ability to document information.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - None.

Equivalencies - None.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A license as a graduate social worker by the Maryland State Board of Social Work Examiners is required.

ADOPTED: March 21, 1979

REVISED: May 27, 1981
August 28, 1981
September 9, 1981
August 4, 1983
August 26, 1983
November 15, 1983
August 21, 1985 (title changed)
July 1, 1993
November 25, 1997
May 3, 2006 (title changed)

Baltimore City Department of Human Resources

SOCIAL WORKER II

Job Code: 81113/Grade: 092

I. CLASS DEFINITION

A Social Worker II assesses the needs of and counsels clients and may assign and review the work of other social workers. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek. Work is performed in an office and may require frequent home visits to client's home where dogs, rodents, insects, inclement weather and crime may be encountered. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Social Worker I in that it involves performing a variety of social work functions involving the management of complex cases and may involve lead work.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of the work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary to accomplish the work of the agency.)

Counsels individuals, families and groups in confronting and resolving emotional and psychosocial problems.

Provides information and referral services.

Coordinates with community agencies, and professionals from various disciplines to ensure the delivery of social services to clients and their families; monitors delivery of services.

Participates in staff, community, professional and inter-agency meetings and conferences.

Documents case management assessments, activity, treatment plans and resolutions; prepares narrative and statistical reports.

May lead other social workers.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the principles and techniques of social work.

Knowledge of individual and group dynamics.

Ability to develop and maintain effective working relationships with clients, professionals and others.

Ability to be responsive and helpful to individuals and families in crisis.

Ability to develop and facilitate group discussion.

Ability to communicate effectively orally and in writing.

Ability to document information.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A Master's Degree in social work from a college or university approved by the Council of Social Work Education. One year of experience in providing social work services as a graduate social worker.

Equivalencies - Not Applicable.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A license as a graduate social worker by the Maryland Board of Social Work Examiners is required.

ADOPTED: March 21, 1979

REVISED: August 28, 1981
September 9, 1981
December 10, 1981
August 26, 1983
November 15, 1983
August 21, 1985 (title changed)
October 28, 1987
July 1, 1993
November 25, 1997
December 8, 2016

Baltimore City Department of Human Resources

OMBUDSMAN

81385

Human Resources Division
Social Service Branch
Adult Service Group

I. CLASS DEFINITION

An Ombudsman receives, investigates and resolves complaints from, or on behalf of residents of public housing in the City of Baltimore. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek that may include occasional evening work. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Responds to inquiries and complaints received in the Office of Ombudsman. Conducts interviews to elicit information about the nature and extent of the expressed problem. Performs on-site inspections and completes reports.

Reviews findings and coordinates inquiry/problem resolution. Investigates complaints and makes appropriate referrals as warranted.

Acts as a liaison between Public Housing, City residents, DHCD and other service providers. Tracks status of complaints and follows-up on resolutions provided to the complainant.

Responds to emergencies. On call 24 hours a day to assist as directed, either in the field or at a Command Center. Identifies problems and takes necessary actions to deal with emergency situations related to but not limited to fires, snowstorms, heat waves, code blue, etc.

Coordinates special events with community groups, businesses and City agencies to promote community fairs, walking tours and neighborhood clean-up activities, etc.

Attends community meetings and provides various informational materials to the public about services provided, community initiatives and how to contact the office for help with a variety of life issues.

Monitors corrective plans and strategies to ensure that resolutions are being carried out in a timely manner.

Establishes confidential case files on complaints; updates and maintains case records and files.

Prepares statistical and narrative reports on cases and their findings.

Conducts educational meetings with residents, their families and facility administrators and staff concerning such matters of residents' rights and responsibilities.

Maintains a close liaison with the Baltimore City Police Department, State's Attorney's Office and Circuit Court regarding the investigation and prosecution of complaints.

Testifies in court as an expert witness in complaint cases.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of applicable State and local laws and regulations pertaining to public housing.

Knowledge of the general operations and procedures of a public housing agency; knowledge of practices, policies and procedures of DHCD.

Knowledge of the geography and demographics of Baltimore city neighborhoods, and how program services can be targeted to those eligible.

Skill in conducting investigations and interviews

Skill in conflict mediation and resolution.

Ability to respond to public concerns, exercise sound judgment in differing circumstances and act in a responsible and professional manner.

Ability to conduct investigative interviews and gather evidence and information consistent with established procedures.

Ability to write detailed reports.

Ability to maintain confidential case files and records.

Ability to handle sensitive and tense situations with calm, tact and diplomacy.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university in social work, business or public administration, media relations or a closely related field and two years of experience in advocacy or related work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

ADOPTED: May 28, 2014
April 6, 2016 (Equivalency added)

Baltimore City Department of Human Resources

OMBUDSMAN SUPERVISOR

81386

Human Resources Division
Social Service Branch
Adult Service Group

I. CLASS DEFINITION

An Ombudsman Supervisor plans and coordinates the activities of a program responsible for receiving, investigating and resolving complaints from, or on behalf of, residents of public housing in the City of Baltimore. The work of this class involves supervising Housing and Community Development ombudsman personnel.

Incumbent receives general supervision from an administrative superior. Employees in this class work a conventional workweek that may include occasional evening work. Work is performed both in an office and on-site at public housing locations. Work requires minimal physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

Not Applicable.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A Position may require related duties not listed, if necessary to accomplish the work of the agency.

Plans, coordinates and participates in the activities of a program for the receipt, investigation and resolution of complaints from residents, their families, and community residents regarding housing conditions, code violations, safety issues, equipment and furnishings, ADA compliance, abandoned vehicles, etc.

Assigns cases to ombudsman staff; reviews and monitors the investigation, processing and disposition of cases.

Develops and monitors corrective plans and strategies to ensure that resolutions are being carried out in a timely manner.

Conducts on-site investigations of highly complex, high-profile or sensitive complaints; interviews complainants, residents and their families and other relevant persons in order to ascertain facts and to determine the remedial or legal action that needs to be taken to resolve or abate the complaint.

Tracks status of complaints and ensures follows-up on resolutions provided to the complainant.

Trains staff in new techniques of investigating complaints.

Plans, coordinates, and attends community meetings and provides various informational materials to the public about services provided.

Responds to emergencies; on call 24 hours a day to assist in the field or at command center.

Identifies problems and takes necessary actions to deal with emergency situations related to but not limited to fires, snowstorms, heat waves, code blue, etc.

Prepares statistical and narrative reports on complaint cases and their findings.

Conducts educational meetings with residents, their families and staff concerning such matters of residents' rights and responsibilities.

Monitors and evaluates the job performance of subordinates.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of applicable State and local laws and regulations pertaining to public housing.

Knowledge of the general operations and procedures of a public housing agency; knowledge of practices, policies and procedures of DHCD.

Knowledge of the geography and demographics of Baltimore city neighborhoods, and how program services can be targeted to those eligible.

Skill in conducting investigations and interviews.

Skill in conflict mediation and resolution.

Ability to plan and coordinate a municipal ombudsman program.

Ability to respond to public concerns, exercise sound judgment in differing circumstances and act in a responsible and in a professional and expeditious manner.

Ability to conduct investigative interviews and gather needed evidence and information consistent with established procedures.

Ability to write detailed complaint case narrative reports.

Ability to maintain a large volume of confidential case files and records.

Ability to handle sensitive and tense situations with calm, tact and diplomacy.

Ability to communicate effectively, both orally and in writing.

Supervisory ability.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - A bachelor's degree from an accredited college or university in social work, business or public administration, media relations or a closely related field and four years of experience in advocacy or related work.

Equivalencies – Equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

A valid Maryland Class C Noncommercial driver's license or an equivalent driver's license and eligible to obtain a Baltimore City driver's permit.

ADOPTED: May 28, 2014
April 6, 2016 (Equivalency added)

Baltimore City Department of Human Resources

RECREATION LEADER I

83111

Human Resources Division
Recreational Branch
Recreational Program Group

I. CLASS DEFINITION

A Recreation Leader I sets up equipment and conducts a variety of sports, games and recreational activities. Work of this class involves no supervisory duties or responsibilities.

Incumbents receive close supervision from a technical superior. Employees in this class work a conventional workweek which may include evening and weekend hours. Work is performed in recreation centers, athletic fields and other facilities where inclement weather conditions may be encountered. Work requires moderate physical exertion.

II. DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Recreation Leader II in that it involves receiving training in and leading a variety of recreation activities, but does not include responsibility for planning and organizing center-wide recreation activities.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

Conducts and/or instructs in a variety of sports, games and recreational activities.

Receives training in the rules, regulations and methods of leading a variety of recreation activities.

Designs and prepares bulletin boards and posters.

Ensures that all center rules and regulations are followed.

Chaperons field trips with other recreation staff.

Registers center participants and sets up equipment for activities.

Participates with center staff in the planning and evaluation of recreational programs.

Trains volunteers and youth workers.

Participates in the maintenance of the center and surrounding area.

Reports maintenance problems to Center Director.

Applies minor first-aid techniques as required.

Attends in-service training programs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to learn to lead a variety of recreational activities.

Ability to learn the use and care of recreational equipment.

Ability to deal effectively with others.

Ability to maintain discipline and order.

V. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements - Graduation from an accredited high school or possession of a GED certificate and one year of paid or volunteer experience in leading recreational activities.

Equivalencies - Six months of additional experience in leading recreational activities may be substituted for each year of the high school requirement. Completion of two years of an accredited college or university in recreation, physical education or a related field may be substituted for the experience requirement.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information.

ADOPTED: July 1, 1983

Baltimore City Department of Human Resources

HUMAN SERVICES WORKER I

84321

Human Resources Division
General Services Branch
Neighborhood Development Group

I. CLASS DEFINITION

A Human Services Worker I performs case management, community liaison, complaint and problem resolution, information and referral work related to City, State and private institution services in a City neighborhood. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive general supervision from a technical superior. Employees in this class work a conventional workweek, although, on occasion, evening and weekend hours and shift work may be required. Work may be performed in an office under normal working conditions and in undesirable neighborhoods under poor working conditions involving unsanitary conditions, irate citizens and the extremes of weather. The work requires minimum physical exertion.

II DISTINGUISHING FEATURES OF THE WORK

The work of this class is distinguished from that of the class of Human Services Worker II in that it does not exercise such lead responsibilities as assigning, reviewing and correcting the work of Human Services Worker I's.

III. TYPICAL EXAMPLES OF THE WORK (The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

In an assigned Community Action Center, receives complaints from, works with and assists neighborhood residents to resolve their problems and needs in such various areas as housing, employment, spousal and child abuse or neglect, substance abuse, medical assistance, electricity and heating fuel cutoffs, food stamps and vouchers, eviction processing and prevention, financial assistance, senior care services and related social and charitable services; participates in initiating, organizing and maintaining programs and services to stabilize and enhance the social community.

Visits neighborhood sites to verify and investigate problems and to interview residents; assesses situation and determines appropriate actions required to remedy or abate problems; refers residents to various City, State and private agencies and charities for services; conducts follow-up visits and calls to residents to ensure the receipt of services and the resolution of problems.

May interview non-English-speaking residents in their native language to evaluate, determine and resolve their needs and problems; may explain laws, regulations and community resources and services available to them; and may translate for them and assist them in filling out English language forms and documents.

Researches and assesses causes of recurring resident and neighborhood problems; determines and implements preventive measures and intervention strategies to resolve these problems.

Works with community organizations and residents to expand and improve community access to employment and economic development opportunities, to identify and resolve neighborhood problems and to assist individual residents with their problems.

Acts as an advocate for neighborhood residents; assists residents in completing social service forms; reads and interprets documents for residents; consults with agency professionals regarding the resolution of residents' problems.

May act as an advocate and interpreter for non-English-speaking residents in their dealings with community, social service and non-profit agencies.

Identifies, investigates and keeps abreast of available community resources; maintains files and records of City, State and private community agencies and resources; and informs neighborhood residents and community groups of and assists them with gaining access to these resources.

May inform non-English-speaking residents of and introduce them to bilingual community resources, services and institutions established to meet their groups' particular social and cultural needs.

Receives training in case management techniques and practices; logs daily contacts; documents information and referral work, direct services provided and objectives accomplished; updates and maintains neighborhood resident and community case management files;

Prepares special statistical and narrative reports documenting recurring or unusual client and neighborhood problems, situations and needs.

Performs related work as required.

IV. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the function of community services and agencies.

Knowledge of community needs and available resources.

Knowledge of the concepts of community development.

Knowledge of community services and organizations.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to interpret and explain Baltimore City and State laws, ordinances and regulations regarding sanitation, housing, public health and related social services to the general public.

Ability to gather and retain information about the range of services offered by City and State agencies and private institutions and charities.

Ability to disseminate information and to explain City, State and private institutional services and programs to individuals, business and community groups.

Ability to advocate for others and to persuade others to advocate on their behalf.

Ability to coordinate responses and work efforts from multiple agencies, institutions and community resources organizations.

Ability to communicate effectively, both orally and in writing.

Ability to deal with emergency situations with calm, tact and dispatch.

Ability to conduct and process multiple assignments simultaneously.

Ability to establish and maintain effective working relationships with people of varied backgrounds, including neighborhood residents and their families, government personnel, and community, institutional and private charities personnel.

Ability to maintain records and document information.

Ability to motivate others to help themselves.

V. EDUCATION AND EXPERIENCE REQUIREMENTS

Requirements: - A bachelor's degree from an accredited college or university and one-year of experience in performing community service work and working with community organizations.

Equivalencies: - Graduation from an accredited high school or possession of a GED certificate and five years of experience in performing community service work, including three years working with community organizations; or an equivalent combination of education and experience.

VI. LICENSES, REGISTRATIONS AND CERTIFICATES

Not Applicable.

NOTE: Some positions in this class may require, in addition to fluency in English, fluency in reading, writing, speaking and translating English into a non-English language.

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