

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Specialist III GRADE: 26 DATE: 3/7/2018
SERIES: General Administrative CODE: 1136 EEO: Professional FLSA: Exempt (E)

Class Definition:

Under direction, leads a work team or performs as an individual contributor in analyzing, advising and the development of products and services for a department or Commission-wide in the assigned functions. Work functions vary by position and include, but are not limited to, (1) human resources (HR) management, (2) training and/or organizational development, (3) financial management (budgeting, accounting, financial analysis), (4) purchasing and contracting, and (5) management and/or program analysis. Performs a full range of analytical duties and responsibilities that include diverse subjects, emerging issues, complex or contentious matters, high stakes, extensive coordination or similar types of complications or implications in various major work areas. Within areas of assignment, applies policies, procedures and other guidelines to lead, conduct, analyze, monitor or review business transactions. Identifies, develops, recommends and implements procedures, guidelines and business process improvements. Ensures coordination with internal and external stakeholders and assists with ensuring programmatic compliance. Ensures completeness, soundness, sufficiency and integration of the work. Serves as an adviser on administrative management matters by applying special expertise in various functions. Work may be highly confidential or highly sensitive. On a regularly recurring basis, the work has a direct impact on administrative management programs or systems department-wide including high profile or high stakes matters. Applies comprehensive knowledge of the various work functions along with working knowledge of related fields, knowledge of administrative management in general and knowledge of the organization, mission, programs, products, services and other key characteristics of the department of assignment to ensure work products and services are effective. Independently performs various types of research and analyses and to solve difficult, complex and challenging problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide and advise. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently leads, plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or implementing and adjusting, the applicable guides. The incumbent keeps the supervisor informed and seeks assistance only for highly complex or very sensitive matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other related factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Job Summary:

Analytical work is performed for a department or Commission-wide within assigned functions, e.g. human resources management, training and/or organizational development, financial management (budgeting, accounting, financial analysis), purchasing and contracting, management and/or program analysis. Responsibilities consist of applying policies, procedures and guidelines to lead work within functional areas. Incumbents are expected to analyze, identify, develop, recommend and implement procedures, guidelines and process improvements.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions (±70%) – assigned functions vary by position

- HR Management. Leads and administers the HR management functions for a department. Acts as a liaison with HR representatives in Central Administrative Services to ensure department compliance with regulations, policies and procedures. Leads or performs analytical work in areas including recruiting, compensation analysis, position control management, new employee orientation, administration and coordination of awards program and ceremonies, and processing of HR transactional paperwork such as requests for personnel actions, tuition assistance and leave. Plans, develops and provides recruitment and/or training strategies for the department. Counsels employees and conducts preliminary investigation of employee relations issues in coordination with Corporate HR and Legal. Provides recommendations with alternatives based upon extensive research and analysis.
- Training and/or Organizational Development. Leads and conducts department wide training or organizational development efforts. Develops and manages general training programs or leadership development programs. Solicits facilitators, negotiates contracts, promotes departmental and Commission-wide training efforts. Liaison to Central Administrative Services and other Commission departments. Collaborates with other departments to provide cost effective training. Manages and updates training calendar and website. Analyzes and approves requests and monitors approved training budget. Conducts training feedback surveys. Analyzes survey data.
- Financial Management (Budgeting, Accounting, Financial Analysis). Leads and administers the financial functions of a department. Provides advice and policy interpretations and guidance. Conducts research and analysis on financial management matters including particularly challenging or very highly sensitive problems. Administers the operating budget or the capital budget. Analyzes revenues and expenditures, program requirements, staff recommendations, and management directives to develop budget requests and supporting documentation. Makes presentations to explain and justify budget requests. Designs and implements administrative procedures to monitor and control major programmatic or functional expenditures including expenditure patterns. Estimates and tracks revenues and expenditures by comparing actuals to budget. Recommends reallocation of funds and other actions to stay within budget. Researches and gathers data from various sources to prepare complex, long- and short-term department-wide financial projections. Performs financial analyses of major department-wide projects such as cash flow projections for revenue-producing facilities that include data on funding sources, historical financial information, statistical information, and funding and expenditure projections. Administers a program of grants or other types of financial programs; ensures compliance with regulations and grant-specific requirements. Researches grant programs and other funding sources, and develops and submits proposals or reports. Conducts, or ensures, training of staff in the development of documentation and compliance standards.

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- Purchasing and Contracting. Leads and administers the purchasing and contracting functions for a department. Provides advice, interpretations and guidance. Conducts research and analysis on purchasing and contracting including particularly challenging or very highly sensitive matters. Develops departmental procedures for controlling a full range of purchasing activities and ensures compliance with Commission procurement policies and procedures. Coordinates with the Central Purchasing to manage purchases, and monitors the solicitation and administration of contracts on behalf of the department. Leads drafting of scope of work and evaluation criteria and budgeting for contracts. Ensures internal coordination of review of the solicitation process. Ensures response to inquiries from bidders. Understands and explains the full range of Commission procurement policies and procedures. Conducts, or jointly conducts with central purchasing, pre-bid and pre-proposal conferences. Participates in evaluation committee meetings and prepares recommendations of vendor for award of contract. May enter into negotiations with the contractor as a member of a Commission negotiating team, in consultation with Central Purchasing. Administers contracts. Analyzes and monitors contractor performance, interprets and applies contract language in consultation with Central Purchasing, reviews and recommends change order requests and non-routine charges, reviews invoices and, as authorized, approves progress and final payments. Works with program managers to ensure implementation of corrective actions. May negotiate resolution of contractor performance matters, in consultation with Central Purchasing. Works with the program managers over the contracts and, as needed, Central Purchasing and Legal in the contracting lifecycle.
- Management Analysis and/or Program Analysis. Leads and performs research and analysis for a department on general management or specific program matters including particularly challenging or very highly sensitive such as those crossing several organizational units or work programs and having a number of complex variables. Works on a diverse array of departmental projects and applies a wide variety of data collection, analytical and quantitative methods and techniques. Determines appropriate study methods and project steps; reviews technical literature. Evaluates current and proposed procedures, systems and other variables to assess team, function or program efficiency and effectiveness and to identify ways to improve resourcing, inputs, outputs and customer satisfaction. Identifies options and estimates cost effectiveness of alternatives, and performs related analyses. Makes recommendations to improve work flows, other processes, methods and techniques, responsiveness, quality and other enhancements within the scope of study. Prepares reports and recommendations on study findings, which may include recommending and implementing pilot or demonstration projects, and conducting follow-up studies. Provides senior-level advice to department managers to define and refine study objectives.
- Serves as the department's adviser on administrative management matters by applying expertise in multiple functional areas consistent with assigned functions such as HR management. Prepares formal studies, executive summaries, final documents, and makes formal presentations.

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2. Other ($\pm 30\%$)

- May lead a work team; provides work progress information and performance assessment input to the supervisor (perform an array of work planning, assignment and review).
- Maintains confidentiality of data, including legally-protected personal information, proprietary and pre-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive information.
- Stays informed of developments in functional areas of assignments, and of changes in guidelines applying to the areas of work focus.
- Communicates and interacts effectively with business contacts. Establishes, maintains and enhances working relationships, including teamwork, with internal and external contacts. Actively listens to understand key information, including perspectives, concerns, wants and needs of stakeholders, in relation to administrative management matters; seeks to obtain agreement, gain compliance or achieve other desired results.
- Uses a computer and modern office suite software, enterprise software and specialized software for planning, scheduling, communicating, word processing, manipulating data, preparing presentations, reporting time and attendance, requisitioning, researching, and performing other functions.

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in applying, the principles, methods, techniques and practices of the specific fields of work of the position of assignment such as (a) HR management, (b) financial management, (c) purchasing and contracting, and (d) management or program analysis.
- (2) Comprehensive knowledge of County*, State of Maryland*, and Federal guidelines covering the specific fields of work of the position of assignment such as (a) the employment provisions of the Americans with Disabilities Act (ADA) for positions focusing on HR management, (b) full and open competition, responsiveness and responsibility of bidder, and appropriateness of procurement method or contract type for positions focusing on purchasing and contracting.
- (3) Knowledge of the principles, methods, techniques and practices of administrative management in general.
- (4) Skill in rapidly acquiring good working knowledge of key aspects of fields related to the areas of assignment, and of various programmatic and functional matters, to prepare sound, complete, sufficient and integrated analyses of administrative management matters as an adviser.
- (5) Knowledge of the organization, mission, programs, products, services and other key characteristics of the department of assignment. *
- (6) Knowledge of Commission organization, policies, and procedures. *

**Typically acquired or fully developed primarily after employment in this job class.*

