

The Maryland-National Capital Park and Planning Commission

TITLE: Department Program Administrator GRADE: 30 DATE: 3/7/2018
SERIES: General Administrative CODE: 1138 EEO: Professional FLSA: Exempt (E)

Class Definition:

Under general direction, on a department-wide basis manages the work program that administers one significant, diverse and complex management program or functional-technical domain such as, but not limited to: (1) human resources (HR) management, (2) organizational training and development, (3) financial management (budgeting, accounting, financial analysis), (4) purchasing and contracting, (5) facility and property management, (6) community relations, (7) communications management and (8) health and wellness. Performs a full range of supervisory functions; may oversee the work of contractors and consultants. Plans, develops, coordinates and ensures effective products and services within assigned program or domain. Identifies need for revised, enhanced or new procedures, processes or programs; identifies and implements solutions to routine and non-routine problems and makes or recommends business process improvements; ensures coordination with stakeholders within and outside the department; and helps ensure programmatic compliance and added value. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of unit work. Serves as member of the department's management leadership team and as an internal consultant on administrative management matters by applying expertise in functional domain. Some work is highly confidential or highly sensitive. On a regularly recurring basis, the work has important impact, primarily department-wide, on administrative management programs or systems. Applies comprehensive knowledge of the assigned work domain along with good working knowledge of related fields, knowledge of administrative management in general, and knowledge of a wide range of Commission-specific bodies of information altogether to ensure work products and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned function. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide and advise. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities or resources. The incumbent plans and manages all work program duties within this framework and is held accountable for provision of effective administrative management products and services including soundness of management advice and achievement of work program goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors such as skill and ingenuity in overcoming technical and non-technical problems including intra- and interdepartmental coordination problems.

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Job Summary:

Manages a work program that administers one management program or functional-technical domain for a department, such as human resources (HR) management, organizational training and development, financial Management (budgeting, accounting, financial analysis), purchasing and contracting, facility and property management, community relations, communications management and health and wellness. Responsibilities consist of identifying the need for revised procedures, processes or programs; identifying and implementing solutions to problems and making business process improvements; as well as performing supervisory functions. Incumbents are expected to plan, develop, coordinate and ensure effective products and services.

Examples of Important Duties (Estimated Percentages):

1. Work Program Management/Staff Supervision (±50%)

- Manages assigned work program. Keeps work program staff informed of Commission policies and procedures; establishes work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the work program; provides input for, recommends and administers approved work program budget (controls expenditures); manages work program staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.
- Performs a full range of supervisory human resource (HR) management functions. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.
- Performs management-related quality assurance, control or related work such as:
 - Leads research and development of proposals and organizational initiatives.
 - Ensures work program regularly reviews existing programs to identify and address updates needed to comply or align with changing Federal, Maryland or County requirements and industry standards, reflect best practices, and communicate and support organizational practices or needs.
 - Leads special studies, projects and initiatives; ensures that analysis is comprehensive, accurate and objective, that recommendations are supported through clear and well-documented analysis.
 - Implements programs, monitors actions and ensures that implementation is carried out effectively.
 - Effectively communicates newly adopted programs to ensure understanding and effective application.

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2. Core Administrative Management Functions ($\pm 30\%$) – assigned function varies by position

- HR Management. Administers the HR function for a department. Provides advice, interpretations and guidance and conducts research and analysis on HR management matters including particularly challenging or very highly sensitive matters. Supervises and manages work in areas including recruiting, compensation analysis, position control, new employee orientation, administration of awards program and ceremonies. Counsels employees and conducts investigations of employee grievances. Oversees processing of HR transactional paperwork such as requests for personnel actions to accomplish daily HR management work and to ensure accuracy and compliance with procedures.
- Organizational Training and Development. Develops and administers training programs. Develops and tests training modules and or oversees, training or coordinates with other work programs, government agencies or contractors to develop, implement, and conduct training. Assesses Department training needs. Plans, develops and provides training strategies for the department. Proposes training and development programs and objectives. Develops and monitors spending against the department budget. Develops and maintains organizational communications such as bulletin boards and newsletters to ensure employees have knowledge of training and development events and resources.
- Financial Management (Budgeting, Accounting, Financial Analysis). Administers the financial functions of a department. Provides advice, interpretations and guidance and conducts research and analysis on financial management matters including particularly challenging or very highly sensitive problems. Supervises or ensures formulation, presentation and execution of the operating budget or the capital budget. Reviews and approves analyses of revenues and expenditures, program requirements and staff recommendations. Provides management directives to develop or review budget requests and supporting documentation. Makes presentations to explain and justify budget requests. Ensures the design and implementation of administrative procedures to monitor and control major programmatic or functional expenditures. Supervises and manages the following areas including estimation and tracking of revenues and tracking of expenditures, preparation of department-wide financial projections and financial analyses of major department-wide projects, such as cash flow projections for revenue-producing facilities. Administers a complex grant, a program of grants or other types of financial programs; ensures compliance. Ensures that research is provided on grant programs and other funding sources, and helps with developing and submitting proposals or reports. Confirms training of staff in the development of documentation and compliance standards.

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- Purchasing and Contracting. Administers the purchasing and contracting function 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. Supervises and manages work in areas including the coordination with Central Purchasing to manage purchases and the solicitation and administration of contracts for the department. Ensures, directly or with central purchasing, that insurance, financial and other requirements are met. Works with program managers to monitor contractor performance and helps ensure implementation of corrective actions, as needed, by contractors. Helps negotiate resolution of contractor performance matters. Works with the program managers over the contracts and, as needed, Central Purchasing and Legal Department in the contracting lifecycle.
- Facility and Property Management. Manages office buildings and rental properties, and the leasing of commercial sites and farmland. Manages the property management budget (of assigned properties) and develops periodic reports of revenues and expenditures. Coordinates with the Finance Department in determining rental fees. Inspects properties and coordinates appraisals, renovations, maintenance, and demolitions. Resolves complaints of lessees and users. Writes advertisements for vacant properties, reviews applications, and selects tenants. Negotiates and prepares leases. Enforces lease terms, and works with Legal Department in developing leases and processing evictions. Develops specifications and bid documents for the hiring of outside property management, maintenance and repair contractors.
- Community Relations. Manages the community relations, outreach, media relations, of a department. Tracks and monitors community relations and outreach projects to ensure team members adhere to standards and schedules; packages content for multiple platforms such as print media, web pages, video, and social media) develops, implements, and reviews communication plans; maintains proactive communication with all stakeholders; provides staff training; and shares communications best practices. Researches, writes, and releases media advisories or press releases; manages timelines and advises contributors of deadlines and requirements; ensures that all documents are vetted, proofed and edited; keeps aware of critical, sensitive, and political events and issues; ensures that the department's website and social media presence are up-to-date; and develops joint strategic communications plan with higher-level management.

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- Communications Management. Manages the web page and print production functions of a department. Produces cable TV shows; selects topics; establishes formats, chooses locations and selects staff and experts who will enhance and provide credibility for the shows; scripts shows and prepares contributors in coordination with other parties; and performs related functions. Manages the repackaging of content for multiple platforms, the department's blog including scheduling and promoting the content, e-letters and newsletters. Responds to media and public speaking requests and tracks media events. Monitors web development and maintenance projects to assure adherence to standards and schedules and manages the process of converting content into acceptable formats. Manages the monitoring of publication projects to ensure adherence to standards and schedules; develops a communication plan for every major plan and project; follows up with team regarding their roles, responsibilities, and deadlines; and manages the publication process.
 - Health and Wellness. Oversees and develops health and wellness programming and planning. Implements, directs and coordinates the overall strategic plan for health and wellness. Evaluates and generates program goals and services around health promotion. Develops partnerships with other public health service providers as a key strategy to support a culture of health with schools, churches, hospitals, health department, businesses and colleges. Establishes wellness standards around quantitative metrics to measure program effectiveness. Develops community leadership to design and manage community-supported special events and outreach programs. Acts as a lead liaison with local, regional and federal health initiatives and information programs initiatives as they relate to new developments within industry trends and outreach/education. Advocates for health promotion in the community. Coordinates the planning, implementation and evaluation of campaigns directed towards changing behaviors.
 - Serves as the department's internal consultant on administrative management matters by applying expertise in functional domain consistent with assigned function such as the employment function of HR management or the supplier diversity area of purchasing and contracting. Prepares formal studies, papers, executive summaries, final documents, and makes formal presentations.
3. Other ($\pm 30\%$)
- Serves as a member of the department's management leadership team. Identifies, recommends, and implements new work methods, and procedures to enhance productivity and effectiveness. Works with other managers within the department, and works with broader scope and higher-level management teams as well as interagency teams, to resolve problems, enhance inter-staff or interagency teamwork, and develop and implement department-wide changes in procedures.

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- 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.
- Performs environment scans to proactively identify and prepare for, inform others of, and respond to emerging issues in the functional domains of assignments such as HR management, budgeting, contracting, management analysis and records management.
- Stays informed of developments in functional domains of assignments, and of changes in guidelines applying to the areas of work focus.

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of the principles, methods, techniques and practices of the specific field(s) of work pertinent to the specific position of assignment such as (a) HR management, (b) organizational training and development, (c) financial management, (d) purchasing and contracting, (e) facility and property management, (f) community relations, (g) communications management, (h) health and wellness.
- (2) Comprehensive knowledge of County*, State of Maryland*, and Federal guidelines covering the specific fields of work of the specific 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 or responsibility of bidder, and appropriateness of procurement method/contract type for positions focusing on purchasing and contracting.
- (3) Knowledge 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 domains of assignment, and of various programmatic and functional matters, to prepare sound, complete, sufficient and integrated analyses of administrative management matters as a senior internal consultant.
- (5) Knowledge of the organization, mission, programs, products, services and other key characteristics of the work program of assignment*.
- (6) Knowledge of Commission organization, policies, and procedures (including management objectives, policies and procedures)*.

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

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying HR management and EEO principles and practices.

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- C. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include applying a wide variety of qualitative and quantitative measures to analyze management problems; developing technically and programmatically excellent, sufficient and practical options for enhancement of programmatic or operational policies, processes and procedures; performing environment scans to proactively prepare for and respond to emerging administrative management issues; and selecting and applying various leadership techniques to work program operations and HR matters.
- D. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skills in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results.
- E. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes establishing and maintaining effective working relationships and working as a member or a leader of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Human Resource Management, Communications, Business Administration, Public Administration, Management Science or any related field.
2. Six (6) years of progressively responsible experience that includes substantive work in the range of duties and responsibilities in this class specification.
3. An equivalent combination of education and experience may be substituted, which together total 10 years.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.