

The Maryland-National Capital Park and Planning Commission

TITLE: Park Property/Permitting Manager GRADE: 26 DATE: 7/27/2023
SERIES: Park Property CODE: 1942 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages countywide rental properties on parkland or manages rental/leasing agreements. Provides administrative and some technical oversight over the maintenance of rental properties (e.g., houses, office buildings, commercial sites and farmland) including coordination with utility companies, maintenance staff, contractors, tenants and internal staff. Monitors project expenditures against approved funding; consults with maintenance staff to discuss concerns/issues and resolves customer complaints. Supervises permit processing staff for various rental/leasing agreements (i.e., gazebos, bus spaces, gardens, campsites, recreation buildings, athletic fields, picnic tables, campfire rings, tents or canopies). Oversees and manages all aspects of permit processing; such as collecting, reporting, depositing of monies and ensuring staff adhere to all general park permitting policies and guidelines and those specific to the types of products and services leased or rented. Trains and assigns work to all staff engaged in automated permit data entry and processing of requests for use of products or services. Reviews and recommends approval of special permit requests as necessary. Reviews and provides recommendations to update rental property and park permitting policies and procedures. Analyzes marketing and other promotional programs and recommends new ideas or improvements to existing programs to increase park revenue, as well as responds to customer recommendations. Develops, reviews and enforces adherence to all leases, agreements and contracts. Maintains records of leases and agreements and maintains oversight of property management inventory. Coordinates inspections, periodic appraisals and the demolition of vacant structures. Prepares reports of property conditions and status and maintains records of tenant requests. Some work is confidential or highly sensitive. Work as supervisor results in completed assignments that have a direct impact on rental property matters of the area of assignment. Applies knowledge of local and state requirements and laws for rental property and tenants, parks, property management and maintenance, procurement procedures and contract management, and marketing and promotion techniques to ensure that unit support teamwork products and services are effective. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the work and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices. Keeps supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

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Examples of Important Duties:

1. Unit/Staff Supervision ($\pm 25\%$)

- Manages the assigned work program and unit. Keeps unit staff informed of Commission policies, procedures and applicable local codes and regulations. Establishes work program goals and objectives; sets work standards. Enforces work rules; plans, schedules, assigns, and reviews the work of the unit. Provides input for, recommends and administers approved unit budgets (controls expenditures); manages unit 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, unit-wide. 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.

2. Quality Assurance/Quality Control/Related (60%)

- Provides administrative oversight, coordination and support for maintenance of rental properties with utility companies, maintenance staff, contractors, tenants and internal staff. Works in conjunction with facilities maintenance or outside contractors on construction, renovation, or repair projects of rental properties. Develops timelines for completion and receives inspection reports of completed work to ensure contract specifications are met for authorization of payment.
- Analyzes marketing and other promotional programs currently used and recommends new ideas or improvements to existing programs to increase park revenue, as well as responds to customer recommendations or complaints.
- Manages budget to include monitoring of revenue and controlling expenditures. Prepares annual budget request and provides quarterly budget projections. Reviews and approves work orders and tracks actual and projected expenditures against approved funding; and prepares justifications for additional funding or reallocation of funds when necessary.
- Works with procurement and contracting personnel in developing Statements of Work. Performs cost benefit analysis of rental properties. Ensures the timely purchase of all equipment and supplies in preparation for facility rentals. Performs cost benefit analysis of rental properties. Ensures the timely purchase of all equipment and supplies in preparation for facility rentals. Closely monitors expenditures for on-going projects.

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- Develops, reviews and enforces adherence to all leases, agreements and contracts. Maintains records of leases and agreements and maintains oversight of property management inventory. Coordinates home inspections and periodic appraisals. Prepares reports of property conditions and status and maintains records of tenant requests. Ensures all financial reports/documents are processed timely and accurately and in compliance with Commission policies and procedures. Monitors and maintains inventory of equipment, supplies and materials.
- Drives Commission vehicles to perform inventory of properties and conduct ongoing analysis; prepares properties for rental or vacancy. Coordinates the demolition of vacant structures for various reasons including those that require substantial expense to meet codes; obtains demolition permits and coordinates with utility service companies, County agencies and construction and engineering contractors.
- Supervises permit processing staff for various rental/leasing agreements (e.g., gazebos, bus spaces, gardens, campsites, park activity recreation buildings, athletic fields, construction projects, picnic tables, campfire rings, tents or canopies). Monitors and updates park permitting policies and procedures as required.

3. Other (15%)

- Manages rental procedures and policies; collects rental fees and security deposits. Calculates and verifies rental fee adjustments and security deposit returns; determines and implements fair market rent value and yearly adjustments. Advertises properties, screen applications and select tenants.
- Ensures and administers actions for compliance with County and State regulations to include the County landlord tenant law, County rental licensing, and State hazardous materials compliance; and remains informed of new regulations.
- Performs complex records management; maintains records of correspondence with tenants, property improvements, property issues and third-party agreements. Enters and tracks maintenance requests and updates inventory; ensures proper insurance requirements are met by tenants. Maintains necessary ownership information to include boundaries via GIS and site plans.
- Coordinates appraisals, third-party home inspections and cost estimates. Reviews and approves preventive maintenance contracts.
- Manages security and access issues for rental properties; collaborates with Park Police and maintenance regarding any security infractions. Researches security issues by reviewing available security camera recordings; reviews, evaluates, and recommends methods for deterring unauthorized usage.

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- Writes periodic administrative reports and attends mandatory training.

Important Worker Characteristics:

A. Knowledge of (1) business administration; (2) local and state requirements and laws for rental property and tenants*; (3) parks*; (4) property management and maintenance; (5) safety; (6) procurement procedures and contract management*; (7) marketing and promotion techniques; and (8) Commission organization, 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, and (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.

C. 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 analyzing and evaluating data.

D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skill in actively listening to ascertain key information, including concerns, wants and needs of others, and skill in coordinating to achieve desired results. Examples include reading, writing and interpreting technical reports and correspondence.

E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, 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 Real Estate, Property Management, Park Management or any related field.
2. Four (4) years of experience in real estate property management or park management.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.

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4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

5. Pass Commission medical examination.

Working Conditions:

Works in office or in the field. Works occasional evenings, weekends, and holidays. On-call 24 hours a day and seven days per week. Incumbents in this class must frequently: remain in a stationary position, move about to inspect properties, push objects, operate vehicles, communicate and exchange information with internal staff and the public, and be able to see for short and long distances. Intermittently, staff in this position must ascend and descend ladders and stairs.