

The Maryland-National Capital Park and Planning Commission

TITLE: Nature Facility Program Manager

GRADE: 28

DATE: 6/7/2022

SERIES: Natural Science

CODE: 2356

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, manages the programs, services and operations of nature facilities or a major program area or region of both natural and historical importance. Manages a nature facility with responsibility for developing and presenting interpretive, outdoor recreational and educational programs in natural and cultural history to the public; which involves supervision of facility and program staff and management of the facility grounds, natural area parks, special sensitive natural areas, waterways and structures, and related administrative functions. Plans and executes the full range of natural and cultural resource program elements to include forestry, landscaping, soil conservation, land use, fish and wildlife, wetlands, endangered species, rare plants, invasive species, pest management, land management and archeological assessments. Develops, implements and performs administration of plans and programs, as well as providing authoritative advice and direction for program areas. The incumbent must consider a number of variables in developing, approving and implementing these plans and must also assess the effects and interrelationships of various economic, social and environmental variables and select, adapt or modify conventional practices as required. Establishes program goals and schedules, reviews, evaluates, and approves content and presentations, and participates actively in program development, bringing scientific and specialized expertise to the development of programs. Defines community program needs and directs staff accordingly. Manages staff, recommends staff selection, development, retention and related matters; prepares work schedules; and assigns and reviews the work of staff. Manages the development of facilities and parks, prepares and submits plans and projects for approval, and oversees their implementation. Responsible for the maintenance of assigned facilities and parks, directs staff, or arranges for contract or Commission services as necessary. Manages natural resources in parks and natural areas, and provides technical assistance regarding resource management, conservation and environmental issues for the Commission, public and various agencies. As facility managers, responsible for administrative functions including budget preparation and administration, office operations, fee and revenue collection, reporting, recordkeeping, payroll and purchasing. Work is reviewed by management within the organization primarily for achievement of program objectives. Performs related administrative and management work for the unit. Some work is highly confidential or highly sensitive. The work (as supervisor) results in provision of important administrative support services for the program of assignment. Applies expert knowledge of the concepts, principles and practices of natural and cultural resources management to manage a program, as well as a specialty area or extensive knowledge of a subject matter of a naturalist area and related natural, life or physical sciences and environmental science; the principles and practices of interpreting natural history and culture to the public, planning and organizing of nature facility programs, services and operations, budgeting, purchasing, contract management and related record keeping and reporting, methods and techniques of instruction and outdoor and water safety. 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 to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present, defend, convince or persuade and achieve other desired actions concerning highly complex or sensitive matters. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

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Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent plans and manages all unit work within this framework and is held accountable for provision of effective products and services including timely advice to management and achievement of Division goals and is expected to keep the supervisor informed and to seek assistance only for unmanageable problems. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors.

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision Unit (35%)
 - Manages all aspects of nature programs and visitor experience; establishes program goals for the facility or natural region of natural and historical importance. Confers with naturalist staff regarding program planning and schedules and establishes work plans for the development of new and revised programs to be offered. Provides technical guidance and specific program direction as required in the development or revision of programs; undertakes specific program efforts or parts thereof based on own expertise, interest or importance. Sets standards for measuring performance and evaluates effectiveness of programs and services; works collaboratively with staff to plan, design, develop and implement exhibits and other interpretive elements. Develops special programs as appropriate, such as fishing, conservation projects, and outreach efforts to the community.
 - 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 ($\pm 50\%$)
 - Ensures programs meet particular needs and interests of community served by the facility or region; promotes relations with community groups and outside organizations concerned with environmental, nature and wildlife activities, and promotes development of programs and activities between the facility or region and such groups. Markets facilities' or regions' programs and activities to all ages and abilities; plans and designs advertising programs to publicize services and promotes attendance. Writes articles, newsletters, news releases, flyers and ads; prepares posters, sends promotional materials to individuals, news media and interest groups. Represents facility and department to community and to special groups concerned with environmental, natural, cultural and wildlife matters; meets with such groups, gives presentations and talks. Serves on boards and committees; maintains working relationships with other governmental and nonprofit entities involved in environmental, natural, cultural and wildlife affairs; promotes public understanding and support for natural and cultural resource acquisition and management.

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- Responsible for operating procedures at facilities and parks, such as hours of operation, security, safety practices, visitor rules and related matters; reviews and revises such procedures as necessary and refers major policy issues to management for consideration. Develops and submits for approval program, policy and operating proposals for the facility or region; plans improvements and development projects for facility and natural areas including building repairs and renovations, and construction of bridges, walkways, docks, and other structures. Plans and schedules maintenance, directs work of staff on projects and arranges for central maintenance services when necessary; authorizes expenditures for supplies, materials and equipment needed to maintain and operate facility and programs.
 - Directs work of contractors engaged in capital or maintenance projects at the facility; plans and budgets for contractor services and engages contractors through approved procurement procedures. Ensures quality and timeliness of contractor work and authorizes progress and final payments.
 - Ensures administrative activities related to operation are properly performed including budget preparation and administration, office operations, fee collection, administrative reporting, payroll, purchasing and record keeping. Prepares and monitors facility budgets and takes appropriate actions to administer funds as authorized; ensures procurement actions are taken in accordance with Commission policies and guidelines which involves obtaining competitive bids and quotes and selecting offers in the best interest of the Commission. Completes and submits various reports.
3. Other (15%)
- Ensures high level of service to the community by providing technical assistance to visitors, callers and others who utilize staff as a technical resource on environmental, natural, cultural and wildlife matters; responds to inquiries, complaints and suggestions, and implements appropriate procedures and policies to ensure prompt and courteous service to the public.
 - Provides leadership, supervision and technical support for natural resource management in regional parks, steam valley and natural area parks; meets with Commission units and other agencies and concerned groups on environmental resources issues.
 - Understands and ensures compliance with all applicable policies, rules, regulations and laws; stays informed of legal, regulatory and policy developments affecting areas of responsibility; and enforces legal and regulatory requirements and Commission rules and regulations.
 - Reviews technical literature, conducts surveys and confers with other professionals to keep informed of new developments and trends in the field; attends professional conferences, presentations and participates in workshops and seminars to learn of new programs, methods and equipment that might be useful in operations, program development, and natural resource management.

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- Oversees administration of interns and volunteer programs; works with staff to develop, implement and evaluate volunteer and intern programs.

Important Worker Characteristics:

- A. Expert knowledge of (1) the concepts, principles and practices of natural and cultural resources management to manage a program; (2) the purpose and functions of the Commission's natural and cultural history interpretive programs and their role in the community*; (3) a specialty area or extensive knowledge of a subject matter of naturalist area and related natural, life, or physical sciences involved in the subject; (4) environmental science; (5) principles and practices of interpreting natural history and culture to the public; (6) management principles applied to the planning and organizing of nature facility programs, services and operations; (7) administrative processes and procedures including budgeting, purchasing, contract management, and related recordkeeping and reporting; (8) effective methods and techniques of instruction; (9) natural resource management; (10) outdoor and water safety; and (11) 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 and ability to (1) plan, organize and direct the programs, services and operations of a nature facility or region; (2) perform effective administrative work including budgeting, contract management, human resource management and purchasing; (3) provide expert knowledge of a subject matter or area in the development of interpretative programs; (4) provide technical resource and program leadership to environmental, nature and wildlife groups within the community; (5) provide expertise in a subject matter or naturalist area to other governmental entities; (6) coordinate effectively other entities, staffs and units within the Commission and the community in planning and carrying out programs, events and activities; (7) interpret technical natural and cultural history materials to patrons; (8) organize work efficiently; (9) develop program promotional advertising materials; and (10) perform first aid.
- D. 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 identifying subtle aspects of problems and making recommendations and decisions. Examples include applying principles to solve difficult problems and achieve goals; researching and analyzing data and information to develop recommendations and conclusions for plans, policies and reports.

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- E. 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 actions. This includes skill 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. Examples include developing and maintaining relationships with the community and with organizations concerned with environmental, natural, cultural, and wildlife matters; and planning developing, leading and presenting programs of large and extensive scope.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, and working as a member or a leader of a team and mediating disputes.
- G. Skill in operation of (1) audio-visual equipment; (2) computer; (3) specialized software*; (4) field sampling equipment; and (5) based upon area of assignment, canoes, kayaks and pontoon boats.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Natural Science, Life Science, Physical Science, or any related field.
2. Four (4) years of progressively responsible park naturalist experience.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
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. Depending on area of assignment, must be able to obtain and maintain all applicable certifications and licenses.

Working Conditions:

Works primarily in an office. Works occasional weekends, evenings and holidays. Exposed occasionally to inclement weather and outdoor hazards. Incumbents in this class must frequently remain in a stationary position, move about inside and outside the office, communicate and exchange information with internal staff and the public.