

The Maryland-National Capital Park and Planning Commission

TITLE: Park Manager III GRADE: I CODE: 3233
SERIES: Park Activities DATE: 03/31/98 (rev.) FLSA: Exempt

Class Definition

Under direction, manages diverse park operations and programs within a geographical area to provide a secure, safe, and enjoyable park experience for the public. A geographical area includes diverse park facilities and structures that are found within the park system (e.g., regional, recreational, local, neighborhood, conservation, special, stream valley parks). Programs and projects managed include interpretive program administration and/or enterprise program administration, park management, park maintenance, conservation, wildlife management, and recreation. Park Managers at this level are responsible for planning, developing, coordinating, and managing programs and projects both internally and externally. Leadership of a diverse park operations staff (supervisory, professional, paraprofessional, technical, and maintenance) to implement programs and projects within a geographical area is a significant part of this class. Incumbents are typically assigned special programs or projects that are critical to the Department's overall mission and work program.

Examples of Important Duties

1. Defines goals and objectives for park operations programs and facilities within geographical area. Sets program standards. Plans, researches, and evaluates programs. Develops, recommends, and implements policies and procedures.
2. Manages and coordinates a wide variety of park operations programs that include interpretive programming and/or enterprise (revenue producing) programming, park development and maintenance, community relations, intergovernmental relations, environmental protection, etc. Allocates staff and resources to accomplish program standards. Coordinates programs and projects within geographical area and externally as required with other Commission divisions, government agencies, etc. to accomplish goals and objectives.
3. Monitors parkland within geographical area for environmental integrity. Recommends and implements corrective actions for environmental problem areas identified. Reviews and responds to water, sewer, and building permits to assess their impact on parkland. Works with internal and external experts to develop action plans and programs to protect parkland and the environment.
4. Serves on departmental and interagency committees for the purpose of coordinating and developing programs, resolving problems of mutual interest, or exchanging information. Works with community groups, park and recreation councils, and citizens to resolve problems and promote park operations goals. Investigates complaints involving highly sensitive issues and problems.
5. Initiates and directs research to improve park operations programs or facilities. Conducts surveys to identify needs or trends. Meets with other government representatives to identify new programs, equipment, or methods. Develops programs based on research and information gathered.
6. Plans, implements, and monitors special programs and projects within geographical area and/or department that may relate to any program area (e.g., dam operation, recycling, etc.).

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Examples of Important Duties (continued)

7. Manages and coordinates operating budgets for geographical area that includes budgets for revenue-producing facilities and programs. Prepares annual budget request for area. Controls expenditures within approved budget. Monitors complex and varied revenue producing programs (e.g., ice rinks, tennis, campgrounds) including the negotiation of contractual agreements. Approves payments.
8. Plans, schedules, and assigns work of supervisors and other park operations staff including temporary and volunteer staff. Conducts performance management reviews and counsels/coaches staff for improvement. Develops and approves performance improvement plans for employees. Recruits and selects staff. Oversees and recommends staff training programs. Initiates disciplinary and recognition actions for staff. Approves time cards and leave requests.
9. Supervises the documentation and prepares records, reports, and other correspondence. Reviews and approves records of revenues and expenditures, time cards, inventories of supplies and equipment, accidents/injuries, memoranda, activity reports, brochures, etc. Prepares complex administrative, financial, and operational reports (e.g., memoranda, activity reports, marketing brochures, etc.).

Important Worker Characteristics

- A. Comprehensive Knowledge of: park management; outdoor recreation; natural science; park maintenance including construction techniques; business administration; public/community relations; public administration; management principles that include organizational development, supervisory/leadership techniques; program planning, development, evaluation; safety including first aid and CPR; Commission policies and organization including equal employment opportunity.*
- B. Skill in the operation of: personal computer; calculator; computer software (e.g., word processing, spreadsheet, etc.)
- C. Ability to: Manage and supervise a diverse park operations program and staff to accomplish goals and objectives; develop and write complex records and reports that require research and analysis of situations or events to develop recommendations/conclusions; plan, develop, and evaluate diverse and complex programs/projects; calculate decimals, fractions, and percentages; make presentations on a variety of park related topics to citizens, groups, employees, etc.; resolve problems and complaints.

*Developed primarily after employment in this job class.

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Minimum Qualifications

Bachelor's degree in park management/administration, outdoor recreation, natural sciences or a related field and four (4) years of progressively responsible park operations experience that includes park operations program planning and development, supervision of a diverse staff, and responsible professional experience in at least two of the following program areas: interpretation, enterprise, park maintenance, environmental protection/conservation; or an equivalent combination of education and experience; and a valid driver's license or the ability to acquire one; may require state pesticide certification.

Working Conditions

Works in office and within geographical area. Works extended evenings, weekends, and holidays. On-call to respond to emergency situations as they arise. Continuous contact with the public.

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