

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE:	Park Permit Supervisor	GRADE:	G	CODE:	3241
SERIES:	Park Activities	DATE:	1/13/88		
		REV:	9/25/90		

Class Definition

Under direction, performs supervisory and administrative work of considerable variety and difficulty to manage the permit scheduling and issuance system for public use of county park and recreational facilities. Performs related duties as assigned.

Examples of Important Duties

1. Plans, schedules, supervises, and participates in the processing of permits for the use of picnic areas, recreational buildings, camping sites, and other county park facilities including use of athletic fields.
2. Coordinates the processing of requests from various agencies (e.g., Board of Education and the Department of Recreation), service organizations, youth and adult groups, civic associations, and educational groups for conducting programs in park facilities.
3. Coordinates the assignment and allocation of athletic field use for regional and local ballfields (game, practice, and tournaments). Review requests from Department of Recreation, county leagues, county schools, youth groups, and individuals. Determines frequency and locations of permits to each group/agency to ensure fair distribution of field use. Monitors overall schedules, determines need for reassignments and makeup days based on weather conditions or unforeseen circumstances.
4. Oversees all aspects of the collection, reporting, and deposit of monies, and the operation of the key security deposit system. Ensures accurate and timely billing for field use, light use, and facility rentals. Follows up on outstanding invoices.
5. Oversees formulation of day-to-day procedures and processes, to respond to public requests as effectively and promptly as possible.
6. Oversees and monitors operations of the automated permit system, including permit issuance and maintenance of facility

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Examples of Important Duties (Cont'd)

scheduling and fee/deposit data. Ensures accurate recording and reporting of facility use by the public. Ensures accurate recording of data base information of facilities, ballfields, courts, etc., and their features.

7. Coordinates the park managers and the scheduling of custodial staff for routine and special setup and maintenance. Identifies, researches, resolves, and follows up problems or complaints with park managers relative to maintenance or public use of park facilities.
8. Trains, assigns work, supervises, and evaluates performance of staff engaged in automated permit data entry and overall processing of requests for use of park recreational facilities.
9. Handles more difficult questions and requests from the public as referred by other permit section staff. Provides general information on park facilities, activities, and programs.
10. Reviews and recommends approval/denial of special requests from users for fee or use waivers.
11. Participates in budget preparation. Analyzes revenues, expenditures, and program requirements. Monitors budget expenditures and revenues. Prepares monthly and annual financial reports.
12. Initiates, composes, and prepares responses to inquiries from officials, citizen groups and associations, and the public generally, relating to park recreational facilities. Also drafts correspondence for signature of the division chief, Director of Parks, and Planning Board Chairman.
13. Represents the department on county committees concerning matters dealing with facility rentals. Serves on internal staff committees recommending county-wide policy on issues pertaining to facility rentals. Participates in citizen committees on related issues. Assists in the formulation of fee

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Examples of Important Duties (Continued)

policy and rates which are submitted to the Park Commission for approval.

Important Worker Characteristics

- A. Considerable knowledge of (1) Commission organization, and the departments and their primary functions;* (2) county park and recreation facilities;* (3) county geography; (4) office practices; (5) Commission policy and procedures;* (6) safety; (7) principles of supervision.
- B. Skill in operation of (1) auto (driver's license required); (2) photocopier; (3) calculator; (4) typewriter; (5) microcomputer/computer terminal.
- C. Ability to (1) maintain effective working relationship with the public, a variety of organizations and Commission staff; (2) plan, schedule, and organize work of unit support staff; (3) read and write general correspondence and reports; (4) motivate and train staff; (5) organize work efficiently.

Minimum Qualifications

- 1. High school graduation or GED, which included or was supplemented by course work in business writing, bookkeeping and customer relations; or two years experience in reservations and public contact work; and
- 2. Three years of progressively responsible public contact work of a reservation service nature involving difficult administrative support duties, at least one year of which included supervision and use of an automated reservation system; or
- 3. An equivalent combination of education and experience.

Working Conditions

Works in office setting. Pressure to meet deadlines.

*Developed primarily after employment in this class.