

The Maryland-National Capital Park and Planning Commission

TITLE:	Information/Permitting Supervisor	GRADE: G	CODE: 3243
SERIES:	Parks Activities	DATE: 7/15/08	FLSA: Exempt
		REV:	

Class Definition

Under direction, supervises the Permit Office, performing supervisory and administrative work of considerable variety and difficulty. Manages the permit scheduling and issuance system for public use of county facilities, and maximize efficiency and productivity of the operation. Explores and introduces new technology and business systems to increase responsiveness and effectiveness. Responsible for enhancing and improving operations to better serve customers. Performs other duties as assigned.

Examples of Important Duties

1. Establishes goals and objectives for the Unit. Recruits, selects, trains and evaluates staff. Assigns specific duties, related instructions and reviews completed projects for accuracy and timeliness. Completes staff performance objectives and conducts performance appraisals. Initiates disciplinary action where necessary. Monitors adherence to established policies, procedures and guidelines. Approves timecards and leave requests.
2. Identifies and provides a relevant training regimen for staff to ensure applicable knowledge and skill levels are maintained. Recommends and institutes changes in work program.
3. Initiates and prepares the annual budget for the Park Permit Office in coordination with Department level budget management personnel. Monitors and controls expenditures in assigned cost center in compliance with budget guidelines. Authorizes purchase orders and check requests. Ensures all financial records and related documents are accurate and processed in a timely manner, and in accordance with Commission guidelines. Maintains, updates and distributes files and reports.
4. Develops promotional brochures and literature, including promotional web site applications, where applicable. Creates and analyzes customer surveys. Ensures problems are addressed promptly and appropriately, and that customers have easy access to information, and reservation processes that are easily understood. Makes changes to work program as necessary.
5. Processes requests from various agencies (e.g., Board of Education, Department of Recreation), service organizations, youth and adult groups, civic associations, educational groups and others for conducting programs in facilities.
6. Coordinates the assignment and allocation of athletic field use for regional and local ball fields (game, practice, and tournaments). Reviews requests from Department of Recreation, county leagues, county schools, youth groups, individuals and others. Determines frequency and locations of permits to each group/agency to ensure fair distribution of field use. Monitors overall schedules, and determines need for reassignments and make-up days based on weather conditions or unforeseen circumstances.
7. Supervises 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.

The Maryland-National Capital Park and Planning Commission

TITLE:	Information/Permitting Supervisor	GRADE: G	CODE: 3243
SERIES:	Parks Activities	DATE: 7/15/08	FLSA: Exempt
		REV:	

8. Oversees and monitors operations of the permit system, including permit issuance and maintenance of facility scheduling and fee/deposit data. Ensures accurate recording and reporting of facility use. Ensures accurate recording of data base information of facilities, ball fields, courts, etc., and their features. Reviews and recommends approval/denial of special requests from users for fee or use waivers.
9. Coordinates routine and special setup and maintenance. Identifies, researches, resolves, and follows up problems or complaints relative to maintenance or public use of facilities.
10. 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 the signature of the division chief, Director of Parks, and Planning Board Chair.
11. Represents the Unit 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. Recommends revisions and changes to the fee use policies and rates.
12. Responds to the more difficult questions and requests from the public, providing resolutions, where applicable, and communicating information on the various park facilities, activities and programs.

Important Worker Characteristics

- A. Considerable knowledge of (1) principles of supervision; (2) Commission organization, policy and procedures;* (3) County park and recreation facilities;* (4) County geography; (5) office practices; (6) safety.
- B. Skill in operation of (1) motor vehicles; (2) computer, and related software, including spreadsheet and database software; (3) office equipment.
- C. Ability to (1) maintain effective working relationships with the public, a variety of organizations, and Commission staff; (2) plan, schedule, assign and organize work of unit support staff; (3) read and write general correspondence and reports; (4) motivate and train staff; (5) organize work efficiently.

*Developed primarily after employment in this job class.

Minimum Qualifications

1. High school diploma or GED; and
2. Bachelor's degree in business administration, management, or related subject.
3. Two years of progressively responsible customer support experience that included one year of experience performing in a lead or supervisory capacity; or,

The Maryland-National Capital Park and Planning Commission

TITLE:	Information/Permitting Supervisor	GRADE: G	CODE: 3243
SERIES:	Parks Activities	DATE: 7/15/08	FLSA: Exempt
		REV:	

5. An equivalent combination of education and experience.
6. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses 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 of their position.

Working Conditions

Works in office setting. Pressure to meet deadlines, and ability to deal with irate customers and diffuse difficult situations.