

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Specialist II GRADE: 22 DATE: 3/7/2018
SERIES: General Administrative CODE: 1135 EEO: Professional FLSA: Exempt (E)

Class Definition:

Under direction, performs a broad range of analytical assignments for a division or department, involving varied subject matter, in one or more major function(s) at the journey level. Work area(s) vary by position and include, but are not limited to, (1) human resources (HR) management, (2) training, (3) financial management (budgeting, accounting, financial analysis), (4) purchasing and contracting, (5) management and/or program analysis and (6) Planning Board support. Within area(s) of assignment, selects and applies or adjusts guidelines to conduct, coordinate, monitor and review business transactions. Identifies and recommends the need for updated, revised, enhanced or new standards, procedures, processes or programs. Drafts guidelines, writes operational manuals and reports. Recommends business process improvements and initiates requests for, and coordinates, input from staff. Assists management to ensure programmatic compliance. Ensures completeness, soundness and sufficiency of the work. Provides analysis on administrative management matters by applying expertise in one or more function(s). Work may be highly confidential or highly sensitive. As an individual contributor, work results in completed assignments that have a direct impact on administrative management matters of the area(s) of assignment. Applies knowledge of one or more assigned work function(s), working knowledge of key aspects of related fields in administrative management in general and knowledge of the organization to ensure work products and services are effective. Independently performs various types of research and analyses and solves regularly occurring problems, including a range of non-standard problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently plans and carries out the work in conformance with these parameters, established policies and procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or identifying and adjusting, the applicable guides. The incumbent keeps the supervisor informed and seeks assistance only for unusual matters. 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 such other related factors as use of sound judgment in identifying and solving problems.

Job Summary:

Analytical work is performed for a division or department within one or more functions, e.g. human resource management, training, financial management (budgeting, accounting, financial analysis), purchasing and contracting, management and/or program analysis and Planning Board support. Responsibilities consist of selecting, applying and adjusting guidelines to perform work with functional areas. Incumbents are expected to identify and recommend the need for updating or adding new procedures/processes.

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- Purchasing and Contracting. Performs a full range of purchasing and contracting analytical work for a division or department. Develops procedures for controlling purchasing activities. Coordinates with Central Purchasing to manage purchases and monitors the solicitation and administration of contracts. Coordinates drafting of scope of work and evaluation criteria and ensures budgeting for contracts. Ensures internal coordination of review of the solicitation process. Responds to inquiries from bidders directly, or in consultation with Central Purchasing. Understands and explains the full range of Commission procurement policies and procedures. Participates in pre-bid and pre-proposal conferences. Participates in evaluation committee meetings and prepares recommendation of vendor for award of contract. May enter into negotiations with the contractor as a member of a Commission negotiating team in consultation with central purchasing. Administers contracts. Ensures that insurance, financial and other requirements are fulfilled in consultation with central purchasing, risk management and/or legal. Monitors contractor performance, interprets and applies contract language, in consultation with central purchasing, reviews and recommends change order requests and non-routine charges, reviews invoices and, as authorized, approves progress and final payments. Works with program managers to monitor contractor performance and ensure implementation of corrective actions in consultation with Central Purchasing and/or Legal, as needed. Works with the program manager(s) over the contract(s) and, as needed, Central Purchasing and Legal in the contracting lifecycle.
- Management Analysis and/or Program Analysis. Performs research and analysis on general management or specific program operating procedures, organization structures, staffing, operations and practices for a division or department. Assesses program efficiency and effectiveness and identifies ways to improve resourcing, inputs and outputs. Works on a diverse array of projects and applies a variety of data collection, analytical and quantitative methods and techniques to determine and recommend appropriate courses of action. Determines appropriate study methods and project steps; reviews technical literature. Evaluates current and proposed procedures, processes and work systems. Identifies options and estimates cost effectiveness of alternatives. Prepares reports and recommendations on study findings. Studies may involve extensive or intensive examination of multiple variables that cross units, programs, processes. Provides advice to managers to define and refine study objectives.

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- Planning Board Support. Provides liaison between (a) the Chair or Members of the Prince George's County Planning Board or the Montgomery County Planning Board, (b) directors, managers and staff of the Commission, (c) County, State, Federal officials or (d) the public. Serves in "gatekeeper" role as the point of contact for internal and external constituencies. Completes special projects which may include research and following up on incoming issues and concerns addressed to the Chair, including those of a highly sensitive or confidential nature. Informs the Chair of time-sensitive activities and high priority issues. Works closely and effectively with the Chair to keep him/her well informed of upcoming commitments and responsibilities. Manages the Chair's extensive calendar and coordinates his/her schedule, prioritizing functions and appointments, ensuring that meetings, deadlines presentations and other duties of the Chair are carried out seamlessly. Keeps the Chair organized and prepared for meetings. Serves as an information resource for staff, community groups and government officials. Coordinates the Chair's travel and meeting arrangements, expense reports, etc. Maintains and reviews tracking system of requests and/or inquiries and refers to the appropriate staff for information or response. Reviews and edits documents submitted by staff for signature. Initiates correspondence, as directed by the Chair. Provides high level of methodical and dependable follow up, as well as organization and preparedness. Coordinates Planning Board agenda and case flow. Monitors status of related issues such as time limitation, legal notices, and continuing cases. Distributes agenda to individual citizens, groups, and public officials. Serves as information resource for community groups, the media, and government officials. Provides technical information and addresses problems which require research and follow-up.
 - Serves as an adviser on administrative management matters. May apply expertise in one or more functional domains consistent with assigned functions such as HR management. Prepares formal studies, executive summaries and final documents. Conducts formal presentations.
2. Other ($\pm 30\%$)
- Maintains confidentiality of data, including legally-protected personal information, proprietary and pre-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive information.
 - Conducts research and analysis to identify, prepare and inform others of emerging issues in the functional area(s) of assignments such as HR management, budgeting, contracting, and management analysis.
 - Stays informed of developments in functional area(s) of assignments, and of changes in guidelines applying to the areas of work focus.

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- Communicates and interacts effectively with business contacts. Establishes and maintains working relationships, including teamwork, with internal and external contacts. Actively listens to understand key information, including concerns, wants and needs of stakeholders, in relation to administrative management matters; seeks to obtain agreement, gain compliance or achieve other desired results.
- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

Important Worker Characteristics:

- A. (1) Knowledge of, and skill in applying, the principles, methods, techniques and practices of the specific field(s) of work of the specific position of assignment such as (a) HR management, (b) training, (c) financial management, (d) purchasing and contracting, (e) management and/or program analysis and (f) Planning Board support.
- (2) Knowledge of County*, State of Maryland*, and Federal guidelines covering the specific field(s) of work of the specific position of assignment such as the employment provisions of the Americans with Disabilities Act (ADA) for positions focusing on HR management.
- (3) Good working knowledge of core principles, methods, techniques and practices of administrative management in general.
- (4) Skill in rapidly acquiring working knowledge of key aspects of fields related to the area(s) of assignment, and of various programmatic and functional matters, to prepare sound, complete and sufficient analyses as an adviser.
- (4) Knowledge of the organization, mission, programs, products, services and other key characteristics of the area(s) of assignment.
- (5) Knowledge of Commission organization, policies, and procedures. *

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying a variety of qualitative and quantitative measures to the analysis of management problems, developing options for enhancement of programmatic or operational policies, processes and procedures, and paying close attention to detail in reviewing administrative transactions.
- C. 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 desired action(s). This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to obtain desired results including agreement or compliance.

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- D. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- E. 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 Human Resource Management, Finance, Business or any related field.
2. Two (2) years of progressively responsible experience in human resource management, finance or any other related field of business administration.
3. An equivalent combination of education and experience may be substituted, which together total 6 years.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.