

## The Maryland-National Capital Park and Planning Commission

TITLE: Department Program Manager                      GRADE: 32                      DATE: 3/7/2018  
SERIES: General Administrative                      CODE: 1137                      EEO: Professional                      FLSA: Exempt (E)

### Class Definition:

Under general direction, on a department-wide basis manages the unit that administers two or more significant, diverse and complex management programs or functional-technical domains for a department such as, but not limited to: (1) human resources (HR) management, (2) organizational training and development, (3) financial management (budgeting, accounting, financial analysis), (4) purchasing and contracting, (5) facility and property management, (6) community relations and (7) communications management. Performs a full range of supervisory functions; may oversee the work of contractors and consultants. Plans, develops, coordinates and ensures effective products and services within assigned programs or domains. Identifies need for revised, enhanced or new procedures, processes or programs; identifies and implements solutions to routine and non-routine problems and makes or recommends business process improvements; ensures coordination with stakeholders within and outside the department; and helps ensure programmatic compliance and added value. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of unit work. Serves as member of the department's management leadership team and as a senior internal consultant on administrative management matters by applying special expertise in one or more functional domains. Some work is highly confidential or highly sensitive. On a regularly recurring basis, the work has important impact, primarily department-wide, on administrative management programs or systems including high profile or high stakes matters. Applies comprehensive knowledge of the assigned work domains along with good working knowledge of related fields, knowledge of administrative management in general, and knowledge of a wide range of Commission-specific bodies of information altogether to ensure unit work products and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities or resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective administrative management products and services including soundness of management advice and achievement of unit goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors such as skill and ingenuity in overcoming technical and non-technical problems including intra- and interdepartmental coordination problems.

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### Job Summary:

Manages a work program that administers two or more management programs or functional-technical domains for a department, such as human resource (HR) management, organizational training and development, financial management (budgeting, accounting, financial analysis), purchasing and contracting, facility and property management, community relations and communications management. Responsibilities consist of identifying need for revised procedures, processes or programs; identifying and implementing solutions to problems and making business process improvements; as well as performing supervisory functions. Incumbents are expected to plan, develop, coordinate and ensure effective products and services.

### Examples of Important Duties (Estimated Percentages):

#### 1. Unit Management/Staff Supervision (±50%)

- Manages assigned work programs and unit. Keeps unit staff informed of Commission policies and procedures; establishes unit work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the unit; provides input for, recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.
- 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.
- Performs management-related quality assurance, control or related work such as:
  - Leads research and development of proposals and organizational initiatives.
  - Ensures unit regularly reviews existing programs to identify and address updates needed to comply or align with changing Federal, Maryland or County requirements and industry standards, reflect best practices, and communicate and support organizational practices or needs.
  - Leads special studies, projects and initiatives; ensures that analysis is comprehensive, accurate and objective, that recommendations are supported through clear and well-documented analysis.
  - Implements programs, monitors actions and ensures that implementation is carried out effectively.
  - Effectively communicates newly adopted programs to ensure understanding and effective application.



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- Purchasing and Contracting. Administers the purchasing and contracting function for a department. Provides advice, interpretations and guidance. Conducts research and analysis on purchasing and contracting including particularly challenging or very highly sensitive matters. Develops departmental procedures for controlling a full range of purchasing activities and ensures compliance with Commission procurement policies and procedures. Supervises and manages work in areas including the coordination with Central Purchasing to manage purchases and the solicitation and administration of contracts for the department. Ensures, directly or with central purchasing, that insurance, financial and other requirements are met. Works with program managers to monitor contractor performance and helps ensure implementation of corrective actions, as needed, by contractors. Helps negotiate resolution of contractor performance matters. Works with the program managers over the contracts and, as needed, Central Purchasing and Legal Department in the contracting lifecycle.
- Facility and Property Management. Manages office buildings and rental properties, and the leasing of commercial sites and farmland. Manages the property management budget (of assigned properties) and develops periodic reports of revenues and expenditures. Coordinates with the Finance Department in determining rental fees. Inspects properties and coordinates appraisals, renovations, maintenance, and demolitions. Resolves complaints of lessees and users. Writes advertisements for vacant properties, reviews applications, and selects tenants. Negotiates and prepares leases. Enforces lease terms, and works with Legal Department in developing leases and processing evictions. Develops specifications and bid documents for the hiring of outside property management, maintenance and repair contractors.
- Community Relations. Manages the community relations, outreach and media relations of a department. Tracks and monitors community relations and outreach projects to ensure team members adhere to standards and schedules; packages content for multiple platforms (such as print media, web pages, video, and social media) develops, implements, and reviews communication plans; maintains proactive communication with all stakeholders; provides staff training; and shares communications best practices. Researches, writes, and releases media advisories or press releases; manages timelines and advises contributors of deadlines and requirements; ensures that all documents are vetted, proofed and edited; keeps aware of critical, sensitive, and political events and issues; ensures that the department's website and social media presence are up-to-date; and develops joint strategic communications plan with higher-level management.

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- Communications Management. Manages the web page and print production functions of a department. Produces cable TV shows; selects topics; establishes formats, chooses locations and selects staff and experts who will enhance and provide credibility for the shows; scripts shows and prepares contributors in coordination with other parties; and performs related functions. Manages the repacking of content for multiple platforms, the department's blog including scheduling and promoting the content, e-letters and newsletters. Responds to media and public speaking requests and tracks media events. Monitors web development and maintenance projects to assure adherence to standards and schedules and manages the process of converting content into acceptable formats. Manages the monitoring of publication projects to ensure adherence to standards and schedules; develops a communication plan for every major plan and project; follows up with team regarding their roles, responsibilities, and deadlines; and manages the publication process.
- Serves as the department's senior internal consultant on program management matters by applying special expertise in one or more functional domains consistent with assigned functions such as the employment function of HR management or the supplier diversity area of purchasing and contracting. Prepares formal studies, papers, executive summaries, final documents, and makes formal presentations.

### 3. Other ( $\pm 30\%$ )

- Serves as a member of the department's management leadership team. Identifies, recommends, and implements new work methods, and procedures to enhance productivity and effectiveness. Works with other managers within the department, and works with broader scope and higher-level management teams as well as interagency teams, to resolve problems, enhance inter-staff or interagency teamwork, and develop and implement department-wide changes in procedures.
- 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.
- Performs environment scans to proactively identify and prepare for, inform others of, and respond to emerging issues in the functional domains of assignments such as HR management, budgeting, contracting, management analysis and records management.
- Stays informed of developments in functional domains of assignments, and of changes in guidelines applying to the areas of work focus.



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- D. 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 perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results.
- E. 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 or a leader of a team.
- F. 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 Administration or Public Administration or any related field.
2. Six (6) years of progressively responsible experience that includes substantive work in the range of duties and responsibilities in this class specification.
3. An equivalent combination of education and experience may be substituted, which together total 10 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.