

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst II GRADE: 24 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1144 EEO: Professional FLSA: Exempt

Class Definition:

Under direction and within Department of Human Resources and Management, serves as an analyst to management for Commission-wide corporate policies, programs and managerial studies. Conducts research, identifies options (including best practices), drafts and assists with presenting program proposals, drafts policy documents and other guidelines, and follows through to provide management objective information and effective analyses for making decisions on administrative and policy aspects of corporate management. Performs management studies at corporate level involving varied subject matter; including, but are not limited to, human resource (HR) management, corporate governance and management, organization design or development (OD), organizational effectiveness (OE), public accountability and ethics, internal controls, process reengineering, sustainability, legislative mandates, branding-marketing, productivity, efficiency, costs-benefits and other characteristics of administrative and policy management. Makes recommendations to implement or improve policies, processes and procedures across Commission-wide programs. Some work is highly confidential or highly sensitive. Work has important impact on corporate policy matters and other key corporate governance and business operational functions. Applies knowledge of management-organizational analysis, policy research and development along with working knowledge of administrative and programmatic matters studied. Independently performs various types of analyses and solves regular occurring problems; also solves a range of non-standard problems. 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. 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, procedures and accepted practices of the field of work, and resolves commonly encountered problems on own by selecting and applying, or adapting and adjusting, the applicable guides. The incumbent is to keep the supervisor informed and to seek 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 factors as use of sound judgment in identifying, assessing and presenting policy options.

Examples of Important Duties (Estimated Percentages):

1. Research, Development, Presentation and Implementation (±80%)

- Conducts studies and provides recommendations of corporate governance and business operations/management matters across an array of functional or programmatic domains. May be assigned multiple analytical studies or projects concurrently. Uses a range of fact finding and investigative methods and techniques such as review of studies, literature, interview, survey, qualitative and quantitative measures including cost-benefit analysis:

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst II GRADE: 24 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1144 EEO: Professional FLSA: Exempt

- Identify, inform others of, and respond to emerging administrative management issues;
 - Research, analyze and draft recommendations for new policies, programs or initiatives based on best practices, regulatory mandates, or operational effectiveness;
 - Develop and participate in policy reviews and work sessions with management, Planning Boards and Merit System Board;
 - Draft policies that reflect well written standards;
 - Assist with facilitating stakeholder groups to come to a consensus regarding new business process designs;
 - Analyze and evaluate (on a quantitative or qualitative basis) the effectiveness of existing policies and policy guidelines in meeting established goals and objectives;
 - Research and investigate new or improved business and management practices for application to department-wide, inter-departmental or Commission-wide programs or operations;
 - Research impact of, and options for, implementing external mandates;
 - Analyze new or proposed legislation or regulations to determine impact on program operations and management and coordinate with Federal, State or County offices to ensure compliance with legal and regulatory requirements;
 - Develop management or program evaluation plans, procedures, and methodology;
 - Assist with developing and conducting training on policies or guidelines;
 - Conduct surveys to determine compliance with Commission regulations, procedures and management practices; and
 - Research best practices and standards, including guidelines, practices and studies to compare and contrast approaches and assess results.
- Serves as an analyst on administrative management matters. Drafts studies, policy papers, executive summaries, final documents, and assists with presentations. Prepares corporate communications to announce and help implement policies and programs.
 - Designs effective communication tools to communicate adopted policies, programs or initiatives.
 - Develops supervisory, employee and train-the-trainer sessions on relevant aspects of policies, programs or initiatives.
 - Design and implements assessment tools to help ensure effective learning by training participants.
2. Other (±5%)
- 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.

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst II GRADE: 24 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1144 EEO: Professional FLSA: Exempt

- Stays informed of developments in management-organizational analysis, policy analysis and related disciplines, and of changes in guidelines applying to the areas of work focus.

Important Worker Characteristics:

- A. (1) Knowledge of, and skill in applying, the principles, methods, techniques and practices of management science including organizational theory and a range of data collection, analytical and evaluative methods and techniques to assess management effectiveness and policy matters, draft policy proposals and guidelines, communicate policy and program information, in support of corporate decision making.
(2) 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. This includes ability to identify subtle aspects of problems and make recommendations and decisions. Examples include applying qualitative and quantitative measures to analyze management or policy matters; developing technical and programmatic options for enhancement of general management or operational policies, processes and procedures; and respond to administrative management issues. Rapidly acquiring working knowledge of County*, Maryland* and Federal codes or guidelines as well as key principles and practices of the functional domains of study sufficient to prepare analyses of matters and develop policy guides.
- 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 or 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.
- D. Interpersonal skills to interact effectively 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.

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst II GRADE: 24 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1144 EEO: Professional FLSA: Exempt

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Public Policy, History or any related field emphasizing analysis, research and policy.
2. Two (2) 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 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.