

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst III GRADE: 28 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1145 EEOC: Professional FLSA: Exempt

Class Definition:

Under direction and within the Department of Human Resources and Management, serves as a senior analyst and an advisor to management for Commission-wide corporate policy matters by researching policy matters, identifying and evaluating options (including best practices), developing and presenting policy proposals, preparing policy documents and other guidelines, evaluating implementation and impact of policies and other guidelines, and following through to provide management objective information and effective analyses for making decisions on Commission management programs and policies and related administrative management matters. Carries out a full range of corporate level studies or projects that include diverse subjects, emerging issues, complex or contentious matters; 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, work-life, process reengineering, sustainability, legislative mandates, branding-marketing, productivity, efficiency, costs-benefits and other characteristics or concerns of management. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of work across policy areas. Makes recommendations to implement or improve policies, processes and procedures and make other enhancements to Commission-wide programs or policy systems. Serves as an advisor on corporate policy matters. Some work is highly confidential or sensitive. On a regularly recurring basis, the work has important impact on administrative management, including high profile or high stakes matters. Applies comprehensive knowledge of management analysis, policy research and development and corporate communications along with good working knowledge of the functional and programmatic domains of study altogether to ensure work products and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging 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 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 highly complex or very sensitive matters. Work is expected to meet objectives effectively – the incumbent is held responsible for results, and is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

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Examples of Important Duties (Estimated Percentages):

1. Policy Research, Development, Presentation and Implementation (±70-80%)

- Conducts studies of corporate governance and business operations/management matters across a wide array of functional or programmatic domains. Manages multiple analytical studies or projects concurrently using generally-accepted project management methodology; leads small teams in projects. Uses a full range of fact finding, investigative, analytical and evaluative methods and techniques such as review of studies or literature, interview, survey, qualitative and quantitative measures including cost-benefit analysis, return on investment (ROI) analysis, total cost of ownership (TCO) analysis to:
 - Lead team in identifying, preparing and responding to emerging administrative management issues;
 - 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;
 - Draft policies that reflect comprehensive standards;
 - Develop and lead policy reviews and work sessions with all levels of management;
 - Facilitates stakeholder groups to gain consensus regarding new business process designs;
 - Develop management or program evaluation plans, procedures, and methodology;
 - Develop training plans and conducts training on policies or guidelines;
 - Conduct studies of organizational efficiency and productivity and recommend changes or improvements in organization, work methods, and procedures;
 - Conduct management surveys to determine compliance with Commission regulations, procedures, 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 and advisor on administrative management matters. Prepares formal studies, policy papers, executive summaries, final documents, and makes presentations. Prepares corporate communications to announce and implement policies and programs.

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- Assists in developing and administering Commission-wide initiatives such as the literacy program.

2. Other (±20-30%)

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

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in applying, the principles, methods, techniques and practices of management science including organizational theory and a wide range of data collection, analytical and evaluative methods and techniques to assess management effectiveness and policy matters, develop policy proposals and guidelines, communicate policy and program information, manage own or team projects, and support corporate decision making.
- (2) Skill in rapidly acquiring good working knowledge of County*, Maryland* and Federal codes or guidelines as well as key principles and practices of the functional or programmatic domains of study to prepare analyses of policy matters and to develop policy guides.
- (3) Special expertise in one or more functional domains to serve as an advisor on management matters.
- (4) Knowledge of Commission organization, policies, and procedures*.

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

- B. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include applying qualitative and quantitative measures to analyze management or policy problems; developing technical and programmatic options for enhancement of programmatic or operational policies, processes and procedures; managing own or team projects; and identify, prepare for and respond to emerging administrative management and policy issues.

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- 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 perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results.
- 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 or a leader of a team.
- E. Skill in using a computer, modern office suite software, enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Public Policy, History, Political Science, Psychology or any related field.
2. Four (4) 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 8 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.