

## **The Maryland-National Capital Park and Planning Commission**

TITLE: Corporate Policy Development and Records Manager    GRADE: 34    DATE: 7/9/2018  
SERIES: Corporate Management    CODE: 1147    EEOC: Officials/Admin    FLSA: Exempt

### Class Definition:

Under general direction and within the Department of Human Resources and Management, manages a Commission-wide unit that (1) conducts research, develops, implements, documents and communicates a wide range of administrative management programs and policies, (2) administers the Commission's Records Management Program, (3) supports official corporate meetings and documents corporate decisions, and (4) performs a range of management advisory and general business support functions to provide objective information and effective analyses. Performs a full range of supervisory functions for two or more-unit staff; may oversee the work of contractors and consultants. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of unit work across policy areas. Recommends ways to implement or improve policies, processes and procedures and make other enhancements across organizational units and work programs or policy systems. Serves as a member of the Division's management leadership team and as a senior advisor on corporate policy 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 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 corporate records management and good working knowledge of the functional and programmatic domains of study 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, and resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective administrative management policy analysis 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 teamwork and intra-agency and interagency coordination challenges).

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

#### 1. Unit Management/Staff Supervision (±50-60%)

- Manages the Corporate Policy work program and unit and provides oversight of the Corporate Records Program. 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. Recommends and administers approved unit budgets, manages unit staff 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 resources (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains or 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.

#### 2. Quality Assurance/Quality Control/Related (±20-30%)

- Leads research and development of policy proposals and organizational initiatives. Ensures team regularly reviews existing policies and organizational programs to identify areas that must be updated to address evolving Federal, Maryland laws, regulations and industry standards, reflect best practices, and support and communicate current organizational practices. Leads analysis of specialized projects, management initiatives, and organizational programs. Ensures analysis is comprehensive, accurate, and objective and that recommendations are supported through clear and well-documented analysis. Ensures that research incorporates appropriate analysis of areas such as existing organizational standards, departmental requirements, applicable mandates, and that proposals and based on best practices, and relevant policies or programs adopted by local jurisdictions. Presents policy and program recommendations.
- Implements adopted corporate policies or programs, monitors actions and ensures implementation is carried out effectively.
- Effectively communicates to the Commission, newly adopted corporate policies or programs to ensure understanding and application. May partner with subject matter experts to implement training for end users; and reviews all postings or distributions to ensure they reflect high quality, complete and professional products.

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- Ensures effective and timely records management, Commission-wide, including program development and administration. Ensures compliance across the entire records management lifecycle – roles and responsibilities, records inventories, records appraisals, retention schedule preparation, retention schedule submission and approval, preservation and security, public access, records disposal and records transfer – for all Commission records consistent with Code of Maryland (COMAR), other regulations and Commission policies or needs. Ensures coordination with State and County offices to ensure compliance with legal and regulatory requirements such as the Maryland Public Information Act (MPIA), with Commission departments in relation to legal compliance, their wants or needs, programmatic intent, with information technology (IT) to build records management functionality into Commission IT systems, with the Legal Department concerning requests for, and releases of, information. Ensures service to information requestors.
- Provides oversight of meeting packets for Directors, Executive Committee, and Commission meetings. Ensures meeting packets are easy to follow, comprehensive, and contain necessary support for agenda items, and that packets are distributed to appropriate parties with enough time for adequate review of meeting items. Ensures staff prepares minutes of these meetings that are accurate, clear, complete and well-written.
- Ensures adopted Resolutions are properly documented and that following Commission adoption, authorization language from the Executive Director is consistent across Resolutions, and that signed Resolutions are tracked and posted online in a timely manner.
- Ensures corporate communications (policy listings, employee newsletter, intranet articles) are accurate, current and broadcast effectively and that on-line corporate records remain current and are user-friendly.

### **3. Other (±10-30%)**

- Prepares, informs and responds to emerging administrative management issues impacting functional responsibilities such as corporate policy and records management.
- 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.
- Serves as member of the Division's management leadership team – identifies, recommends, and implements initiatives that improve productivity and coordination, as well as quality and effectiveness, of Division-wide work efforts, and works with broader scope and Commission management teams as well as inter-agency teams.

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- Serves as senior advisor on management matters; applies special expertise in one or more functional domains. Prepares formal studies, policy papers, executive summaries, final documents, and makes presentations. Prepares corporate communications to announce and help implement policies and programs.
- 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.

### Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in applying, management principles and processes, organizational theory, and analytical and evaluative methods and techniques (including fact finding and investigative techniques) for assessing management effectiveness, developing, documenting and communicating corporate policies and programs, improving organizational effectiveness and efficiency, and supporting corporate decision making.  
(2) Good working knowledge of corporate records management.  
(3) 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 sufficient to prepare or review sound, complete, integrated analyses of policy matters and to develop policy guides.  
(4) Knowledge of Commission organization, policies, and procedures (including management objectives, policies and procedures)\*.

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

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. 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 aspects of problems and making recommendations and decisions. Examples include applying a wide variety of qualitative and quantitative measures to analyze management or program problems; developing technically and programmatically options for enhancement of policies, processes and procedures; preparing for and responding to emerging administrative management issues; and selecting and applying various leadership techniques to unit operations and matters.

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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 to persuade or convince others to align their support to what is being presented. This includes skills in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in negotiating effectively to obtain agreement, compliance or other desired results.
- E. 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.
- 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 Business Management, Public Administration, Public Policy, Management Science, History, Political Science, Records/Archives Management or any related field.
- 2. Six (6) years of progressively responsible experience that includes substantive work in the range of duties in this class specification.
- 3. An equivalent combination of education and experience may be substituted, which together total 10 years.
- 4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license 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 by the position of assignment.

### 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.