

## The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Programs Division Chief      GRADE: 38      DATE: 6/3/2024  
SERIES: General Administrative      CODE: 1196      EEO: Official Administrator      FLSA: Exempt

### Class Definition:

**Under general direction, leads and manages a recognized administrative services division on a department-wide basis consisting of two or more operational work programs that support the overall mission of the Department;** such as operating budget, procurement, human resources, data management and analytics, performance efficiencies, therapeutic and accessible recreation/program access, marketing, media relations or public information, community relations/outreach, volunteer services and community partnerships, web services, office services, help desk, facilities management, park permits, and enterprise asset management system. Works closely with and reports to Director or Deputy Director in providing strategic development and implementation of division or Department directives. **Provides leadership and direction to the Division's management leadership team and serves as a key member of the Department's management leadership team. Interprets policies to plan and implement the necessary management services to achieve strategic goals and objectives of the division through effective leadership and management of the department's work programs. Plans the work of, and organizes and manages, the Division through subordinate unit managers and staff.** Interfaces with other Division Chiefs, the public, and other government agencies and officials. **Works closely with the Director and Deputy Director to set overall objectives for the Department.** Leads, directs, manages and controls the day-to-day operations including facilities management (as requested by the Director), planning, program development, process/system improvements, budgeting, staff selection, training, performance evaluation, setting performance goals and expectations and supervision. Interacts with staff, management and external stakeholders to ensure services are meeting internal and external customers' needs and requirements. Oversees strategic leadership for the division or Department's operating budget to include budget formulation, monitoring, reporting and providing direction to the Budget Manager. Develops divisional policies and procedures and internal controls. Ensures that there are effective internal controls and standards in place to ensure alignment and compliance with Commission policies as well as Federal, State, and local laws, ordinances and standards. Some work may be confidential or highly sensitive. Work has substantial Department-wide impact on the products and services offered; this includes high stakes matters and best practices. Manages administrative programs, works on issues and resolves challenges requiring extensive professional knowledge of complex accounting and budgeting processes. Recognized as a division in Departmental budget. Applies extensive knowledge of, and skill in, broad principles, theories and practices of governmental program management, budgeting and leadership, equitable engagement and communications practices, management science, facilities management, and human resources practices and laws. Performs intensive analyses and makes probing assessments of multiple, interactive variables, including uncertainties, to determine effects. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present/defend, convince or persuade and achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

## The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Programs Division Chief      GRADE: 38      DATE: 6/3/2024  
SERIES: General Administrative      CODE: 1196      EEO: Official Administrator      FLSA: Exempt

Work is assigned in terms of functional responsibilities, goals, priorities and resources. Plans and manages unit within this framework and is held accountable for provision of strategic and effective products and services, including soundness of management advice and achievement of Division goals and objectives. 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- and interdepartmental and interagency coordination problems.

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

#### 1. Unit Management/Staff Supervision (±45%)

- Manages an administrative services division that involves planning and developing two or more operational work programs; such as operating budget, procurement, human resources, facilities management, data management and analytics, performance efficiencies, therapeutic and accessible recreation/program access, marketing, media relations or public information, community relations/outreach, volunteer services and community partnerships, web services, office services, help desk, park permits, and enterprise asset management system. Supervises and coordinates activities of division personnel; selects, trains and mentors staff. Plans, schedules, assigns and evaluates work of diverse team of professional staff; conducts performance reviews, provides on-going guidance to staff, and promotes career development training and professional/technical skills enhancement for division. Manages human resource needs of the division; resolves staff conflicts and investigates employee disputes and grievances. Assists Deputy Director in planning, development, implementation and support of various departmentwide work programs.
- Performs a full range of supervisory human resource (HR) management functions Division-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.

#### 2. Quality Assurance/Quality Control Related (±40%) - assigned functions vary by position

- Plans, develops and administers a wide variety of administrative, management and work programs on a Departmentwide basis (administrative policies, rules, procedures and internal controls). Meets with senior management and staff to define program issues and recommends policies and procedures with respect to the Department's budget, administrative, personnel systems, and other Departmentwide matters.

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

TITLE: Administrative Programs Division Chief      GRADE: 38      DATE: 6/3/2024  
SERIES: General Administrative      CODE: 1196      EEO: Official Administrator      FLSA: Exempt

- Develops, manages and defends division budget; prepares annual budget requests for division. Reviews and controls expenditures in accordance with approved budget; administers and controls grant-funded programs or projects. In coordination with the budget manager for the department, prepares and defends the budget needed by the division for the following fiscal year. Advocates for the budget before the Planning Board, County Executive and County Council. Ensures that expenditures are consistent with the division's budget and in compliance with Commission practices.
- Plans and manages major work programs of the Department. Plans, administers, controls and monitors performance of work programs. Works with Commission management to assure appropriate planning and utilization of resources (fiscal, computer, personnel). Defines and establishes goals, objectives and priorities. Develops programs and related performance standards. Recommends and implements sound administrative policies and procedures.
- Provides strategic direction to implement system functionality properly and consistently to meet the operational needs of the Department. Serves as a liaison to Senior and Executive management within the Department and provides updates on continuous improvement and enhancements to the Enterprise Asset Management (EAM) system, facility management software or other comparable software.
- Provides strategic leadership and ensures effective customer service from units; such as help desk, park permits/properties or web. Provides strategic leadership to ensure management reports are developed and delivered on sales and utilization of data captured in systems.
- Oversees alignment and coordination of human resources actions with the various Central Administrative Services Departments (e.g., Human Resources and Management, Legal, Audit, and Finance).
- Manages all public affairs and marketing activities and programs for a department. Develops overall public relations strategies and policies to promote and explain the initiatives, programs and activities to diverse audiences. Develops, prepares and coordinates speeches, talking points, remarks, correspondence and policy statements. Facilitates communications between Commission, government agencies, and elected officials.
- Serves as the communications expert for department and authority for branding, communications and outreach decisions throughout the communications planning and implementation processes for the department's work program initiatives. Provides direction in setting standards for department branding, communications and equitable engagement practices and develops internal policies and procedures. Develops and maintains a comprehensive and cohesive brand for department to build awareness and

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

TITLE: Administrative Programs Division Chief      GRADE: 38      DATE: 6/3/2024  
SERIES: General Administrative      CODE: 1196      EEO: Official Administrator      FLSA: Exempt

recognition of the Department's role and value and encourages stakeholder engagement.

- Manages and coordinates special projects that may include countywide and Commission events. Assures that interests and image of the Chair, Planning Board, Department and Commission are represented and protected. Directs or approves appropriate invitees and program guests. Oversees the planning of public affairs and marketing programs. Approves speeches, scripts and event coordination. Ensures supervision of vendors and staff.

### **3. Other (±15%)**

- Monitors the development, implementation and administration of Departmental policies and procedures; such as energy plan, emergency management plan, safety awareness, recycling, sustainability plan, and Americans with Disabilities (ADA) compliance plan.
- Provides recommendations related to Commission work program goals; meets with Deputy Director or Director, policy makers or other Division leadership staff to identify needs, establish policies and procedures, and offer decisions regarding administrative matters (e.g., budget, personnel, facilities) within Division and Department.
- Conducts meetings to review current projects and work program deliverables to ensure alignment with Department goals, initiatives and expectations.
- Oversees and monitors media relations and community outreach, web services and content management, and editing and graphic design.
- Serves on working group committees as appropriate; such as audit response teams, policy teams, and the leadership team of culture council to direct efforts to promote a healthy and productive workplace.
- Works with Director and Deputy Director to develop, review and approve administrative policies.
- Serves as a member of the Department's management leadership team. Leads the Division's management leadership team. Identifies, recommends and implements new work methods, policies and procedures to enhance productivity and effectiveness. Works with all Division Chiefs 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, develop and implement Department- and Division-wide changes in policies and procedures, and implements the work programs of the Department and the Division.
- Drafts and maintains Division records.

## The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Programs Division Chief      GRADE: 38      DATE: 6/3/2024  
SERIES: General Administrative      CODE: 1196      EEO: Official Administrator      FLSA: Exempt

### Important Worker Characteristics:

- A. (1) Extensive knowledge of, and skill in (a) broad principles, theories and practices of governmental program management, budgeting and leadership; (b) principles, methods, techniques and practices of management science; (c) human resources practices and laws; (d) database reporting; (e) coaching and mentoring; (f) budgeting; (g) equitable engagement and communications best practices; (h) public administration; and (i) strategic program and project management.  
(2) Knowledge of (a) accounting principles; (b) purchasing standards and protocol\*; (c) budgeting principles; (d) statistical analysis; (e) facilities management; and (f) Commission organization, 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 unit work and supervising employees at the first and second levels of supervision, or ability to rapidly acquire this knowledge/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 subtle aspects of problems and developing solutions. Examples include providing direction to the development, administration and coordination of administrative programs within the division.
- 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, at times, be convinced or persuaded. This includes skill 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. Examples include creating management policies, procedures and internal controls; presenting information to a variety of individuals and groups; networking and building relationships; and persuading and motivating diverse audiences.
- E. Interpersonal skills to interact with 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.

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

TITLE: Administrative Programs Division Chief                      GRADE: 38                      DATE: 6/3/2024  
SERIES: General Administrative    CODE: 1196    EEO: Official Administrator    FLSA: Exempt

### Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Administration, Finance, Communications, Human Resources, Public Administration, Public Affairs and Marketing or any related field.
2. Eight (8) years of progressively responsible experience, that includes four (4) years of lead or supervisory experience.
3. An equivalent combination of education and experience may be substituted, which together total twelve (12) years.
4. May require a 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:

Work is performed in an office setting. Work is primarily sedentary and requires light physical effort, and ability to move about inside the office, communicating with the public, officials, employees and vendors/contractors. May be subject to various job demands such as high volume of work and tight deadlines. Works evenings, weekends and holidays as required.