

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Business Operations Program Manager GRADE: 34 DATE: 7/25/2022
SERIES: Corporate Finance and Accounting CODE: 1279 EEO: Officials/Admin FLSA: Exempt

Class Definition:

Under general direction, within the Finance Department, manages the Business Operations Unit that performs a wide range of functions such as, but not limited to, corporate payroll, project management, budgeting and forecasting, developing practices and processes, managing support structures, and supervising assigned staff. Identifies business needs, recommends business process improvements and enhancements, and works collaboratively with subject matter experts and enterprise solution developers. The work consists of activities which are non-standard and information that must be developed through specialized methods of analysis. Manages staff in the operation of a work unit. Serves as member of the Division's management leadership team and as a senior internal consultant on Enterprise Resource Planning (ERP) system and payroll operations management matters by applying special expertise in one or more functional domains. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of work across assigned accounting and finance functions. Some work is highly confidential or highly sensitive. On a regularly recurring basis, the work has important impact, Commission-wide, on ERP system and payroll services, programs or systems including high profile or high stakes matters. Applies expert knowledge of financial information system architecture and applications, business reporting tools, change management tools and processes, accounting, financial and informational technology disciplines, project management methodology, and purchasing and contract methods. Independently performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present and defend, convince or persuade and 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 products and services including soundness of 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-agency and interdepartmental coordination challenges.

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision (±40%)

- Manages Business Operations work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes 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.

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- 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.

2. Core Functions (±50%)

- Manages and directs projects, resources and budgets; supports projects led by the Office of the Chief Information Officer. Creates and executes project work plans and revises as appropriate to meet changing needs and requirements. Prepares and oversees all aspects of project documentation; tracks and reports on the progress and expenses of projects. Minimizes exposure and risk on projects; manages and monitors projects related contracts. Applies project methodology and enforces project management standards.
- Manages life cycle management and end-user training program. Analyzes and identifies options for solutions and enhancements. Manages the day-to-day operations and supervises support teams. Reviews details of contracts, service level agreements (SLA) and statements of work (SOW).
- Oversees payroll operations; assists with the priorities and goals of the payroll program, support and services. Provides consultation with processes, policies and procedures. Facilitates the resolution of program issues and restrictions. Ensures the payroll system and processes are in alignment with Commission policies and regulations.
- Analyzes, interprets and communicates impact and changes of federal and state laws, regulations, requirements, policies and contract provisions as they relate to ERP systems and payroll. Participates in technology governance teams with primary accountability to sponsors to identify organizational strategic business needs and functional requirements.
- Develops and optimizes practices, processes and services and the use of application systems technology by facilitating program planning, innovation and communication both internally and externally. Manages escalation process to ensure that issues are resolved and communication is conducted with Commission staff and system users; addresses unresolved system or service issues escalated from system managers, ERP sponsors or other team members. Proactively monitors issues and trends that may affect the allocation of staff resources.

3. Other (10%)

- Serves as a member of the Division's management leadership team. Identifies, recommends and implements new work methods, policies and procedures to enhance productivity and effectiveness. Works with other managers, broader scope and senior management teams as well as interagency teams, to resolve problems, enhance inter-staff or interagency teamwork,

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develop and implement Division-wide changes in policies and procedures, and implements the Commission's ERP system and payroll program. Conducts presentations to the Department Director and higher levels concerning the ERP system and payroll operations or proposed changes in policies, procedures and work methods.

- Serves as a senior internal consultant on ERP system and payroll operations. Prepares formal studies, policy papers, executive summaries, final documents, and conducts formal presentations.
- 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.
- Provides expert knowledge and support of Enterprise Resource Planning System; maintains up-to-date knowledge of technology used at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information. Operates computers proficiently with advanced knowledge of core software used in the Commission such as email, word processing, spreadsheets, presentation software and graphics.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork, with internal and external contacts.

Important Worker Characteristics:

- A. (1) Expert knowledge of (a) financial system architecture and applications; (b) business reporting tools; (c) financial information systems; (d) change management tools and processes including versioning, defect tracking and release management; (e) accounting and financial disciplines including budgeting, forecasting, revenue recognition, reporting, and transaction flows*; (f) project management methodology including scope, issue and risk management; (g) developing and supporting required interfaces between system financial modules*; (h) local, state, and federal regulations requirements related to functional area*; and (i) information technology disciplines (e.g., network operations, databases, software applications and interfaces, production operations, quality assurance and systems management); (j) purchasing and contract methods;
(2) Knowledge of Commission organization, policies, and procedures*.

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

- B. Skill and ability to (1) manage and administer computer systems in a diverse computing environment; (2) work on problems of diverse scope where analysis requires a comprehensive understanding of hardware and software systems solutions; (3) manage projects under project timeline and resources; (4) write computer program operating instructions; (5) understand how IT affects an organization and ability to link to redesigned business processes; (6) apply analytical and conceptual skills in concept development for various projects and complex technical plans.

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- C. 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 skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- D. 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 recognizing subtle aspects of problems and making recommendations and decisions. Examples include performing comprehensive analysis of problems, recommending and implementing solutions.
- E. 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. Examples include developing interpersonal relationships across various departments in order to negotiate solutions and ensure continued success to projects.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes establishing and maintaining working relationships and working as a member or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software (e.g., Crystal Reports, SQL, JavaScript).

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Computer Science, Information Systems or any related field.
2. Six (6) years of progressively responsible experience in Enterprise Resource Planning Systems or related experience.
3. An equivalent combination of education and experience, which when combined is equal to ten (10) years.

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. Work must be performed accurately and may require occasional overtime, after hours, weekend or on-call work. May be subject to various job demands such as high volume of work and tight deadlines.