

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Manager GRADE: 34 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1541 EEO: Officials/Admin FLSA: Exempt

Class Definition:

Under general direction and within the Department of Human Resources and Management, on a Commission-wide basis manages two or more significant, diverse and complex human resources programs; such as health administration, benefits administration, wellness, classification, compensation, recruitment, selection services, testing, employee relations, fair practice administration, labor relations, diversity, equity, inclusion, employee records, human resource information systems, or learning and organizational development. Administers established programs and develops new Commission-wide initiatives and programs as the need arises and in response to legal and other requirements. As a program manager, serves as primary technical resource and expert within assigned program areas, although other Corporate Human Resource (HR) staff may also perform aspects of this role. Acts as Advisor and provides direction to departmental HR staff. Represents program areas regarding interactions with other Commission departments and offices and takes actions or commits units to a course of action within established areas of authority. Supervises the work of two or more professional, technical and support staff assigned to programs, provides decisions or recommendations on the selection, scheduling, assignment and review of work, performance, discipline and other employment matters. Advises management within the Department of Human Resources and Management, and other managers within the Commission, on matters that fall within their program areas, typically handling the more difficult and controversial personal contacts and presentations – working with and presenting to the Commission, Planning Boards, Executive Committee, Department Heads and Department employees. Independently plans and arranges work, coordinates work efforts with others as necessary, and confers with others within and outside of the Commission as the need arises. Work requires strong analytical and communications skills, as employees develop solutions to various HR challenges and work with Commission employees and managers at the highest levels, often on controversial issues and in the development of Commission-wide policies and policy matters. Managers are responsible for achieving certain unit or organizational goals and objectives that impact employees on a Commission-wide basis. Serves as member of the Department's management leadership team and as a senior internal consultant on Commission-wide human resources management 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, Commission-wide, on human resources products, services, programs or systems including high profile or high stakes matters. Applies comprehensive knowledge of, and skill in, the principles, methods, techniques, concepts, and generally accepted practices of HR administration, knowledge of key federal, state and local laws and regulations governing HR, management of work programs and how HR influences productivity, quality, and effectiveness of work products and service and HR program functions and activities as related to the position. 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.

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Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent plans and manages all unit work within this framework and is held accountable for provisioning effective human resources management products and services including soundness of management advice and achievement of unit goals and 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- and interdepartmental coordination challenges.

Examples of Important Duties (Estimated Percentages):

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

- Manages Human Resources work programs and unit. 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; 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 and 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 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. Human Resources Program Management Functions (±30%)

- Administers assigned programs and develops new Commission-wide initiatives and programs as the need arises and in response to legal compliance, market competitiveness, and other requirements. Serves as an expert technical resource Commission-wide and provides technical program leadership to staff, overseeing program operations, work activities, processes and procedures to ensure substantive program matters are dealt with in a technically accurate manner and in accordance with all applicable laws, rules, regulations, and guides. Implements work processes and procedures to ensure effective service to users and improve operational efficiency.
- Represents assigned program area to other Commission departments and offices; takes actions or commits unit(s) to a course of action within established areas of authority.

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- Stays informed of HR best practices through review of technical publications, attendance at workshops, seminars and conferences.
- Ensures the proper maintenance of files and records; prepares or reviews reports on program activities.
- Interprets and advises on Commission-wide HR policies and procedures.
- Develops Commission-wide policies regarding HR matters, communicates policies to organization and is the expert technical advisor in areas of HR.
- Conducts or reviews Commission-wide HR impact studies and related management studies which include such variables as known, suspected and unknown conditions and trends. Develops or reviews reports, estimates and projections for purposes of workforce or compensation planning, talent management and labor relations planning or negotiations to fulfill management objectives. Interprets HR data and trends within the Commission. Advises management of implications for the Commission. Reviews and responds to requests for HR information.
- Advises Corporate HR management on important and controversial issues whose resolution may establish new precedent in Commission-wide HR program administration; such as new policies and practices within the HR field and the industry need to be evaluated and possibly established, and new program development is required.
- Keeps all interested and involved parties informed of matters requiring their attention.

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in the principles, methods, techniques, concepts, and generally accepted practices of HR administration, which may include considerable skill in making strategic and tactical Commission-wide HR management assumptions, analyzing HR trends, assessing, and addressing HR problems, and advising line managers of HR options to accomplish their work programs.
- (2) Knowledge of (a) key Federal, State, and local laws and regulations governing HR such as Title VII, the Family and Medical Leave Act (FMLA), the Fair Labor Standards Act (FLSA), Equal Employment Opportunity (EEO) Regulations, Consolidated Omnibus Budget Reconciliation Act (COBRA), and Health Insurance Portability and Accountability Act (HIPAA), and the employment provisions of the Americans with Disabilities Act, Age Discrimination in Employment Act (ADEA), Equal Pay Act (EPA), Pregnancy Discrimination Act (PDA), to ensure regulatory compliance; (b) general (administrative) management of work programs and how HR influences productivity, quality and effectiveness of work products and services; (c) key Commission work programs to review HR systems, programs, products and services to ensure effectiveness, advise on HR options to accomplish work programs, and ensure authoritative, insightful analyses of HR matters*;

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(d) HR program functions and activities as related to the position; (e) Merit System Rules and Regulations*; (f) Office practices and procedures; and (g) Commission organization, policies, and procedures (including HR transaction processes, applicant examining, labor relations issues, and other HR-specific information)*.

**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 and second levels of supervision, or ability to rapidly acquire this knowledge and skillset; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) effectively manages two or more HR functions or programs; (2) train and direct the work of staff assigned to the team; (3) manage projects; (4) compile, analyze, and present logical conclusions; (5) apply HR principles, and concepts to a variety of situations; (6) handle confidential information with discretion; (7) plan, organize and prioritize numerous projects at the same time; (8) establish and maintain cooperative working relationships with others encountered in work; (9) attend and present at meetings and assignments outside of the office; and (10) provide courteous customer service.
- 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 developing or reviewing, approving and implementing short- and long-term work program goals and objectives; allocating resources across subordinate units; proactively identifying, preparing for, and responding to emerging HR management issues; and weighing pros and cons and managing resources to achieve Division level goals and objectives in support of Commission goals and objectives.
- E. Considerable 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, comply, be convinced, or persuaded or take other desired actions. This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, encouraging effective communication by others such as line managers concerning HR challenges, communicating effectively with various stakeholders having diverse viewpoints concerning complex or highly sensitive personnel issues and in collective bargaining situations, and speaking in public.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; includes skills in establishing and maintaining effective working relationships and working as a member or a leader of a team concerning highly complex or highly sensitive matters.

Commented [CR1]: Should this be 2 or more?

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G. 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 Human Resources Management or any related field.
2. Six (6) years of progressively responsible HR experience in assigned area, including two (2) years of supervisory experience.
3. An equivalent combination of education and experience may be substituted, which together total ten (10) years.
4. Certifications in the area of expertise are desired (i.e., Certified Compensation Professional (CCP), Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR), Professional in Talent Development (ATD), Certified Employee Benefits Specialist (CEBS)).
5. 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:

Primarily works in an office setting with travel required to attend meetings and visit department worksites. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work, interruptions and tight deadlines. May be required to work extended hours to meet deadlines.