

The Maryland-National Capital Park and Planning Commission

TITLE: Park Management Operations Technician GRADE: 16 DATE: 5/21/2025
SERIES: Park Activities CODE: 1914 EEO: Para-Professional FLSA: Non-Exempt

Class Definition:

Under general supervision, performs administrative and program support work leading staff and performing day-to-day park operations that includes maintenance and development of facilities and park operations program development. Work involves a variety of standard assignments of a limited scope involving some responsibility and complexity within a geographic area or functional program (e.g., playgrounds, custodial, turf, trails, trash and recycling, maintenance) which includes diverse facilities and structures within the park system (e.g., regional, recreational, local, urban, neighborhood, conservation, special, and stream valley parks). Provides assistance to park visitors and enforces park rules. Assignments are designed to increase the knowledge and experience of the incumbent in park management operations. Work is primarily administrative with planning events and programs. Provides on-call service to respond to park management and maintenance issues. Directs others to comply with rules and regulations. Some work may be confidential or sensitive. Work contributes to the accuracy, adequacy, timeliness and other facets of administrative and leadership support of the unit or work program assignment. Applies knowledge of park administration, natural sciences, park management and maintenance and outdoor recreation. Follows procedures and applies standard solutions to a range of common or recurring problems. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. Incumbent independently plans and carries out the work in conformance with established policies, procedures and accepted practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guidelines, keeps the supervisor informed and brings procedural exceptions to the supervisor's attention for guidance or resolution. Work is expected to be accurate, timely and consistent with guidelines – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

Summary:

Performs administrative and program support work that involves leading staff and performing park operations for maintenance and development of facilities and park operations program development.

Examples of Important Duties:

1. Provides assistance to park visitors; answers questions concerning maintenance operations, nature, conservation and wildlife. Conducts tours of parks; opens and closes the park. Enforces park rules; and processes program reservations and collects fees.
2. Performs professional park operations and programs work including operations planning and implementation, resource conservation, wildlife management, recreation and administration within a specific geographic area or functional program of diverse facilities and structures within park system.

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3. Drives Commission vehicles, inspects parks and identifies needs for maintenance; leads and works with crews to carry-out maintenance and development projects including athletic field maintenance, building maintenance, general grounds maintenance and pesticide or fertilizer application. Performs routine maintenance and repairs on park equipment and may be required to use large vehicles to deliver or transport equipment to worksites.
4. Participates in planning and supervision of park special events and other programs; collects fees and issues equipment to visitors (e.g., canoes). Writes brochures and flyers for publicity purposes and monitors park usage. Schedules and assigns work of designated park staff; explains safety, health and other Commission rules, practices and regulations to designated park staff.
5. Assists in research, development, and implementation of training programs for career and contract (seasonal/intermittent) park staff. Participates in selection of staff. Leads day-to-day operation of a seasonal enterprise operation (e.g., boat rental, campground) including providing staff assignments and direction.
6. Researches purchases of park supplies and materials; drafts purchase requisitions and submits to supervisor for approval. Maintains records related to revenue operations; participates in budget preparation and control. Performs research and analysis on park statistics.

Important Worker Characteristics:

- A. Knowledge of (1) park administration; (2) natural sciences; (3) park management and maintenance; (4) outdoor recreation; (5) safety*; (6) budgeting principles*; (7) geographic area or functional program*; and (8) Commission organization, policies and procedures*.

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

- B. Skill and ability to (1) calculate fractions, decimals and percentages; (2) use proper spelling, punctuation and grammar; (3) plan and organize programs; (4) provide customer service, (5) train and lead personnel; and (6) provide first aid and cardiopulmonary resuscitation (CPR).
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include operating tools and equipment associated with park management and performing professional park administration, operations and programs; applying principles to solve practical problems; performing research and analytics.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include reading technical reports and writing correspondence.

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- 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 of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise and specialized software; and operation of tools, equipment, light trucks associated with park management.

Minimum Qualifications (MQs):

1. Associate's Degree in Park Management, Park Administration, Outdoor Recreation, Natural Science, Physical Science or any related field.
2. Two (2) years of park management, park operations or park administration experience.
3. An equivalent combination of education and experience may be substituted, which together total four (4) 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.
5. Depending upon area of assignment, a valid Commercial Driver's License (CDL) with appropriate endorsements may be required to obtain within 12 months of position assignment and must be in accordance with both State and Commission rules and regulations.
6. Depending upon area of assignment, must be able to obtain and maintain all applicable certifications within 12 months of hire (e.g., Maryland Department of Agriculture Pesticide Applicator, Maryland Department of Agriculture Professional Fertilizer Applicator, Playground Safety Inspector).
7. Pass Commission medical exam.

Working Conditions:

Regularly works indoors and outdoors. Weekend hours, evening, overtime and emergency on-call time may be required. Exposed to adverse weather conditions. Potential exposure to noise, vibration, dust and hazardous chemicals. Hazardous conditions exist due to exposure to power tools, wild animals, stinging insects, poison ivy, oak or sumac. Incumbents in this class must frequently: remain in a stationary position, operate vehicles, communicate and exchange information with internal staff and the public, be able to see for short and long distances, and lift equipment and other items weighing up to 50 pounds. Intermittently, staff in this position must ascend and descend ladders and stairs.