

The Maryland-National Capital Park and Planning Commission

TITLE: Park Manager
SERIES: Park Activities

GRADE: 20
CODE: 1915

DATE: 5/21/2025
EEO: Professional
FLSA: Exempt

Class Definition:

Under general supervision, performs a variety of professional park management operations and administrative work to assist in the planning and implementation of programs and projects 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). Assignments may include enterprise, nature interpretation, wildlife management, recreation, historical preservation and administration. Programs and projects typically involve providing assistance in planning, developing, coordinating and leading activities, programs and internal and external personnel to accomplish assignments. Performs research to identify needed programs and assists in the development of park goals. Assists in the day-to-day administrative management of park operations and programs. Provides oversight, leadership and direction to staff in the management of parks; plans, schedules, assigns and evaluates work of staff. Participates in meetings with citizens about park facilities and maintenance. Some work is confidential or sensitive. Work contributes to the accuracy, adequacy, timeliness and other facets of park operations, program development and administrative work. Applies knowledge of, and skill in, park management and outdoor recreation, park maintenance including construction techniques, natural and environmental science, community relations, trades, equipment operation (e.g., tractors, snowplows, backhoes, spreaders), budgeting principles, grounds maintenance (e.g., turf management, gardening, landscaping, pest management) and tree maintenance and removal. 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, including the public, to exchange information, coordinate, instruct, guide and advise, obtain agreement or compliance or achieve other desired actions. 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 a variety of professional park management operations and administrative work within a geographical area or functional program; involves providing assistance in planning, developing, coordinating and leading activities, programs and personnel to accomplish assignments.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 80\%$) – assigned functions vary by position

- Leads and directs crews involved in various projects; such as, the maintenance and renovation of parks, buildings and athletic fields, installation of play equipment, application of asphalt, construction of small structures and landscape maintenance and development. Provides direction and technical assistance for seasonal/intermittent employees, vendors and volunteer workers involving the operation of equipment (e.g., tractor, snowplow, backhoe, spreader) and tree maintenance activities. Plans, schedules, assigns and evaluates work; counsels staff on ways to improve performance, completes performance reviews and recommends disciplinary actions. Assists in selection and training of staff; and approves timecards and leave requests.
- Identifies park needs and develops maintenance plans for grounds and facilities within a geographic area or functional program; drives vehicles and conducts park inspections to troubleshoot problems, identify solutions and implement corrective actions. Participates as part of a team with architects, engineers, consultants for park development projects, and coordinates work of park maintenance crews both internally and externally to the organizational unit. Estimates staff, equipment, materials and supplies needed for development and maintenance projects; leads parks operations programs that include athletic fields, courts, park inspection, custodial maintenance, grounds maintenance, landscaping, playgrounds and stormwater facilities. Works with and provides assistance to higher-level park managers, and other staff engaged in developing, planning and implementing revenue producing programs; recommends fees, hours of operation and staffing.
- Participates in budget preparation and development for organizational unit; receives approval, monitors and tracks expenditures for designated programs and projects. Researches and initiates purchase requisitions for unit or completes purchases as a purchase card holder; may approve payments to vendors. Ensures transactions are properly coded, approved, closed and reconciled in the general ledger, and documented in the Enterprise Asset Management system (EAM).
- Performs research to identify conservation programs to preserve and protect the park system, environment and wildlife; assists in the development of programs to achieve conservation goals. Works with Park Naturalists to implement and facilitate interpretive programs. Recommends resources needed for programs; participates in program implementations.
- Provides assistance to park visitors and takes reservations; issues equipment (e.g., canoes). May collect fees; enforces park rules and assists proper authorities with investigating accidents, fires and crimes. Participates in meetings with citizens to discuss park facilities or maintenance (i.e., drainage, landscaping, encroachment on park property); coordinates with other units or directs crew to correct problems. Meets with

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park community organizations, park groups, residents, contractors and vendors, other department divisions, county, state agencies to address and identify needs; creates programs and plans to resolve needs in timely manner.

2. Other Duties ($\pm 20\%$)

- Conducts scientific and technical research to identify effective and environmental methods to improve and enhance park plans, programs and systems.
- Assists in the coordination and facilitation of special programs and events (e.g., dedications, tours, concerts, camping, tournaments); recommends the necessary resources (staff and budget) to achieve a successful program or event. Supports special assignments and projects as assigned.
- Works with community groups, park and recreation councils and citizens to resolve problems and promote park operations. Investigates complaints often involving highly sensitive issues and problems; may present information to the community.
- Prepares project proposals, reports on expenditures, seasonal projections and budget estimates; and leads preparation of electronic records and reports for all administrative personnel and projects (e.g., capital and controlled assets, budget expenditures). Monitors and ensures work requests are entered in Enterprise Asset Management (EAM) system.
- Ensures compliance with safety, health, and other Commission rules, practices and regulations. Follows safety procedures; documents employee accidents and injuries. Works with Risk Management and Safety Unit to investigate accidents and injuries.
- Drives assigned vehicle while performing duties; transports staff and equipment between sites. Performs daily vehicle checks; takes vehicle to garage for routine and emergency maintenance. Ensures records of motorized equipment and tools are recorded and kept up-to date regularly.

Important Worker Characteristics:

- A. Knowledge of, and skill in (1) park management and outdoor recreation; (2) park maintenance including construction techniques; (3) natural and environmental science; (4) community relations; (5) trades, including but not limited to, carpentry, masonry and painting; (6) equipment operation (e.g., tractors, snowplows, backhoes, spreaders) including Commission vehicles; (7) budgeting principles; (8) research and data analytics; (9) grounds maintenance including turf management, gardening, landscaping, and pest management program; (10) tree maintenance and removal; (11) equipment operation (e.g., tractors, snowplows, backhoes, spreaders); and (12) Commission organization, policies and procedures*.

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

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- B. Knowledge of, and skill in, supervising staff including assigning or reviewing tasks, setting work schedules, and evaluating work.
- C. Skill and ability to (1) prepare records and reports that require research and analysis of situations or events to develop recommendations and conclusions; (2) plan and develop assigned programs and projects; (3) calculate decimals, fractions and percentages; (4) lead staff to accomplish designated goals and objectives; (5) meet deadlines; and (6) provide first aid and cardiopulmonary resuscitation (CPR).
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Example includes applying principles to solve practical problems.
- 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, at times, be convinced or persuaded. Examples include reading and understanding of construction plans and blueprints; presenting on a variety of park-related topics to citizens, groups or employees.
- F. 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.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Park Management, Park Administration, Outdoor Recreation, Natural Science, Physical Science or any related field.
2. One (1) year of park management experience that includes leadership of staff.
3. An equivalent combination of education and experience may be substituted, which together total five (5) 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 within 12 months of position assignment and must be in accordance with both State and Commission rules and regulations.

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6. Depending upon area of assignment, must be able to obtain and maintain all applicable certifications within 12 months of position assignment (e.g., Maryland Department of Agriculture Pesticide Applicator, Maryland Department of Agriculture Professional Fertilizer Applicator, Playground Safety Inspector).
7. Pass Commission medical examination.

Working Conditions:

Works primarily outside and occasionally in office. May be required to work evenings, weekends and holidays. On-call to respond to emergency situations or as needed. Frequently exposed to weather, dirt, waste, odors, caustic chemicals, pesticides, wildlife, and potentially harmful insects (for example, bees, hornets, wasps). 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.