

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Park Manager
SERIES: Park Activities

GRADE: 24
CODE: 1916
EEO: Professional

DATE: 5/21/2025
FLSA: Exempt

Class Definition:

Under direction, manages park operations within a designated geographic area or functional program (e.g., trades, custodial, turf, trails, ballfields, roads, grounds, trash and recycling, playgrounds, maintenance). Managers ensure secure, safe, and enjoyable experiences for the public within diverse facilities and structures within the park system (e.g., regional, recreational, local, urban, neighborhood, conservation, special and stream valley parks). Coordinates, collaborates and supports programs and projects which include interpretive and enterprise program administration, park management, grounds and facility maintenance and development, resource conservation, wildlife management, recreation, historical preservation and administration. Responsible for planning, developing, and implementing programs and projects with park operations staff (professional, technical, maintenance); and performs recruiting, assigning and reviewing work of assigned facility staff. Ensures research is conducted to identify needed programs and develops programs for designated units to achieve park and division goals. Drafts budget for designated units. Reviews and responds to requests for permits that impact parkland. Monitors parkland and facilities for environmental integrity. Develops and implements programs to achieve conservation goals. Some work is highly confidential or highly sensitive. Work, directly and indirectly, results in provision of important technical support services and the effectiveness of park management programs. Applies considerable knowledge of, and skill in, park management and outdoor recreation, business administration, community relations, environmental and ecological practices, park operations and maintenance including construction techniques, grounds maintenance (e.g., turf management, gardening, landscaping, pest management, stormwater/water quality management), tree maintenance and removal, trades, equipment operation (e.g., tractors, snowplows, backhoes, spreaders) and budget management. Independently performs various types of data, operational and related research and analyses to troubleshoot and solve standard and recurring problems or issues and ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement, gain compliance or achieve other desired actions. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the work and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices, keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Summary:

Manages park operations within a designated geographic area or functional program that involves coordinating, collaborating and supporting programs and projects. Plans, develops and implements programs and projects with park operations staff.

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Examples of Important Duties (Estimated Percentages):

A. Core Functions (±85%)

- Provides support and coordination with a variety of professional, technical and maintenance staff responsible for a variety of park operations or specialized programs within designated units. Prepares work agendas, assigns staff to individual work programs and communicates work plans. Plans and manages various work programs including interpretive and enterprise programming, turf management, mowing, ballfields, playgrounds, trails and other grounds maintenance, facility management and maintenance, custodial services, wildlife management, construction, stormwater management and landscaping. Adjusts daily work assignments; monitors subordinate staff effectiveness with assigning daily work. Provides input and recommendations concerning major renovations, park development and capital improvement projects and master plans; meets with planners, engineers and architects to coordinate new projects. Develops, plans and recommends annual and seasonal work programs including site or facility visits, documenting work needs and providing documentation; assists supervisor in setting goals, objectives, policies and procedures.
- Provides supervision and oversight of subordinate Park Managers within a geographic area or functional program. Recommends personnel actions such as recruitment, selection and transfer of staff; trains and develops staff or ensures staff training and development; mentors and coaches; approves or disapproves leave; and develops, reviews, implements performance standards and evaluates performance.
- Provides input to annual budget requests for assigned geographic area or functional program; monitors and controls expenditures and revenues within approved budget. Assists with budget allocations and spending plans; keeps informed of work program needs and resource allocations.
- Obtains informal bids and price quotations and develops specifications for formal bids; participates in negotiating contractual agreements. Identifies equipment, materials and supplies needed and determines best products to fill those needs. Monitors work of and approves payments to contractors and vendors. May serve as petty cash custodian; may collect revenues from parking fees and special operations such as boat rentals, train rides, campgrounds and snack bars. Develops or approves procedures and performs or oversees audits to ensure appropriate procedures are followed.
- Reviews and responds to requests for water, sewer and building permits to assess impact on parkland; recommends and implements corrective actions for environmental problem areas. Coordinates with community groups, County, State and Federal agencies to develop action plans and programs to protect parkland, the environment and resources; coordinates with other Commission units to achieve program goals and secures cooperation and assistance. Monitors parkland and facilities for environmental integrity.

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- Communicates and corresponds to answer requests for information and requests information from internal and external sources; works with community groups, park and recreation councils and citizens to resolve problems and promote park operations. Investigates complaints involving highly sensitive issues and problems; may present information to the community. Serves on departmental and interagency committees for purposes of coordinating and developing programs, resolving problems or exchanging information.
- Ensures research is conducted to identify conservation programs to preserve and protect the park system, environment and wildlife; develops programs to achieve conservation goals. Coordinates and works with Park staff to develop, implement and facilitate interpretive programs. Identifies program needs and secures resources; ensures implementation of programs and that environmental and conservation guidelines are followed.
- Coordinates a wide variety of park operations programs that include interpretive programming or enterprise (revenue producing) programming, leisure services, park development and maintenance, community relations, intergovernmental relations and natural resources, and environmental and historical protection. Allocates staff and resources to accomplish program standards; coordinates programs and projects as required with other Commission divisions, government agencies, and outside organizations to accomplish goals and objectives.
- Monitors assigned programs and projects; interprets goals and objectives and prioritizes requirements for maintenance and program support. Drives Commission vehicles to inspect park and building facilities to determine needs and provide recommendations for the maintenance of minimum health, safety and appearance standards; completes work requests and program priorities with subordinate Park Managers for general maintenance and leisure program support, other Commission units, and Federal, State, County, and local government agencies, e.g., municipalities, Health Department and Board of Education. Meets with program staff, volunteers and citizens as required.
- Prepares, recommends and coordinates operating budgets for a specific geographic area or functional program including budgets for revenue-producing facilities, programs or complex multi-facility maintenance budgets. Participates in preparation of annual budget request for geographic area or functional program; controls expenditures within approved budget. May serve as a purchase card holder. Monitors complex and varied revenue producing programs (e.g., ice rinks, tennis, campgrounds).
- Drafts specifications, assists with preparation of bid documents and Requests for Proposals; prepares cost estimates and serves as member of panel to evaluate bids and provides recommendations for award of contracts. Participates in negotiation of contractual agreements; manages projects (i.e., preservation, historical restoration). Initiates meetings with design staff, managers and others to coordinate projects; monitors,

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evaluates and takes actions to enhance general contractor and design consultant services. Communicates work and performance expectations to staff assigned to projects; inspects projects throughout project cycle to ensure compliance with specifications. Implements corrective actions if contractor fails to meet required specifications; approves payments.

- Communicates with community groups, park and recreation councils, regulatory and granting governmental agencies and citizens to resolve problems and promote park operations; investigates complaints involving highly sensitive issues and problems. May serve on departmental and interagency committees for the purpose of developing a strategic plan, coordinating and developing programs, resolving problems of mutual interest or exchanging information.

B. Other Duties (±15%)

- Monitors and ensures safety and health procedures are being followed; documents employee accidents and injuries. Works with risk management to investigate accidents and injuries; responds, works or calls other employees in to work during weather related emergencies. Ensures compliance with safety, health, and other Commission rules, practices and regulations.
- Coordinates and facilitates special programs and events (e.g., dedications, tours, concerts, camping, tournaments); ensures Federal, State, and local laws and regulations are followed and programs and events are properly permitted. Participates in project meetings; allocates necessary resources (staff and budget) to achieve a successful program or event. Conducts special assignments and projects as assigned.
- Supervises documentation and prepares records, reports and other correspondence; assists in writing administrative, budget and expenditure reports. Generates enterprise asset management work orders; enters work hours utilized per assignment and supplies. Monitors subordinates' compliance with recordkeeping protocols; conducts capital and controlled asset inventories. Submits documentation on routine facility inspections and maintains documentation on employee performance.
- Reviews technical literature; meets with vendors, exchanges information with other government representatives, and attends conferences to identify new programs, methods and equipment for potential use in park operations.
- Drives assigned vehicle while performing duties; transports staff and equipment between sites. Ensures that daily vehicle checks are performed on assigned vehicles and taken to garage for routine and emergency maintenance; and records of motorized equipment and tools are recorded and kept up-to-date regularly.

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Important Worker Characteristics:

A. Considerable knowledge of, and skill in (1) park management and outdoor recreation; (2) business administration; (3) community relations; (4) environmental, ecological and stormwater practices; (5) park operations and maintenance including construction techniques; (6) grounds maintenance including turf management, gardening, landscaping, and pest management; (7) tree maintenance and removal; (8) trades; (9) equipment operation (e.g., tractors, snowplows, backhoes, spreaders); (10) budget management; and (11) Commission organization, policies, procedures*.

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

- 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) provide leadership of a park operations program and staff to accomplish goals and objectives; (2) plan and develop programs and projects; (3) calculate decimals, fractions, percentages, angles and distances; (4) meet deadlines; (5) conduct field surveys and basic infrastructure assessments; (6) conduct contractor oversight; and (7) 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. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Example includes applying principles to solve problems with many variables.
- 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 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, working as a member or a leader of a team and mediating disputes.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise and specialized software.

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Minimum Qualifications (MQs):

1. Bachelor's Degree in Park Management, Park Administration, Outdoor Recreation, Natural Science, Physical Science or any related field.
2. Two (2) years of progressively responsible experience, that includes park operations program planning and development and supervision of staff.
3. An equivalent combination of education and experience may be substituted, which together total six (6) 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.
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.