

The Maryland-National Capital Park and Planning Commission

TITLE: Principal Park Manager

GRADE: 28

DATE: 5/21/2025

SERIES: Park Activities

CODE: 1917

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, manages a designated park program with multiple geographic areas or functions (e.g., trades, custodial, turf, trails, ballfields, roads, grounds, trash and recycling, playgrounds, maintenance). Oversees the coordination, collaboration and support of park operations, programs and projects, and the administration of interpretive, enterprise, leisure programs, park management, park maintenance, conservation, natural and historic resource management, wildlife management, recreation management, and special event coordination for diverse park facilities and structures within the park system (e.g., regional/areas, recreational facilities, and local, neighborhood, conservation, and stream valley parks). Employees are relied upon as authorities within their organizations concerning their assigned program function(s) or operations. Performs full supervisory duties for park operations staff (supervisory, professional, technical, trades and maintenance) and associated management functions (budget, human resources, operations) and solves difficult and complex problems directly affecting the effectiveness of the functions, operations and services provided. Assignments at this level present substantial planning and require liaison with other personnel and organizations – both within and outside of the agency; have complex technical, administrative or public relations implications and typically require analyses and decisions in functions/areas where guidelines and precedents specific to assignments are often scarce, not applicable, or have gaps in specificity that require considerable interpretation or adaptation for application to issues and problems. Serves as spokesperson for assigned programs and operations in contact with community leaders, state officials, and leaders of interest groups to ensure Department and Commission objectives are met and to maintain or establish good public relations. Incumbents are typically assigned special programs or projects that are critical to the Department's overall mission and work program. Some work is highly confidential or highly sensitive. Works, directly and indirectly as a supervisor, results in the provision of important administrative and technical support services and the effectiveness of park operations and programs. Applies comprehensive knowledge of, and skill in, park management, outdoor recreation, and park maintenance including construction techniques, project management, public/community relations, public administration, program planning, development and evaluation, and fiscal and human resources management. Depending upon area of assignment, may require in-depth subject matter knowledge, such as natural science, environmental education, historical resources and preservation management, or historical architecture. Independently performs various types of data, operational and supervisory related research and analyses to solve difficult, complex and challenging problems 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 and obtain agreement, gain compliance or 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. Incumbent independently plans the work of the unit 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 highly 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.

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Summary:

Manages multiple geographic areas or functional programs that involves oversight of coordination, collaboration and support of park operations, programs and projects. Performs full supervisory duties for park operations staff and associated management functions (budget, human resources, operations).

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision ($\pm 35\%$)

- Manages the assigned work program and unit. Defines goals and objectives for geographic areas or functional programs. Oversees the administration of diverse facilities and structures within the park system (e.g., interpretive, enterprise, leisure, park management, park maintenance, conservation, natural and historic resource management, wildlife management, recreation management and special events). Plans, researches and evaluates geographic areas or functional programs; develops, recommends and implements policies and procedures. 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 and ensures oversight of the work of consultants and contractors.
- 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 develops, reviews, and implements performance standards and evaluates performance.

2. Quality Assurance/Quality Control Related ($\pm 50\%$)

- Manages the coordination of 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, environmental and historical protection. Ensures the allocation of staff and resources to accomplish program standards and coordination of programs and projects and externally as required with other Commission divisions, government agencies, and outside organizations to accomplish goals and objectives.

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- Manages assigned programs and projects; which involves interpretation of goals and objectives and prioritization requirements for maintenance and program support. Drives Commission vehicles to inspect park and building facilities to determine needs for the maintenance of health, safety and appearance standards; coordinates work requests and program priorities with subordinate Park Managers for 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. Oversees meetings with program staff and volunteers as required.
- Manages preparation and coordination of operating budgets that includes budgets for revenue-producing facilities, programs or complex multi-facility maintenance budgets. Prepares annual budget request; controls expenditures within approved budget. Oversees monitoring of complex and varied revenue producing programs (e.g., ice rinks, tennis, campgrounds). Manages capital and controlled asset inventories. Reviews and oversees annual inventory for all equipment assigned.
- Oversees monitoring of parkland within multiple geographic areas or functional programs for environmental integrity; reviews recommendations and implementations of corrective actions for identified environmental problem areas. Manages reviews and responses to water, sewer and building permits to assess impact on parkland or historic structure inventory for infrastructure needs; and development of action plans and programs to protect parkland and the environment with internal and external experts.
- Writes specifications, prepares bid documents and Requests For Proposals. Oversees preparation of cost estimates and serves as member of panel to evaluate bids and provides recommendations of award for contracts; negotiates contractual agreements. Ensures management of projects (i.e., preservation, historical restoration), coordination of projects with design staff, managers and others; as well as review of general contractor and design consultant services. Develops and communicates work and performance expectations to staff assigned to projects; manages projects throughout project cycle to ensure compliance with specifications, implements corrective actions if contractor fails to meet required specifications, and approves payments.
- Works with community groups, park and recreation councils, regulatory and granting governmental agencies and citizens to resolve problems and promote park operations; ensures investigation of complaints often involving highly sensitive issues and problems. Serves on departmental and interagency committees for the purpose of developing a strategic plan, coordinating and developing programs, and resolving problems of mutual interest or exchanging information.

3. Other Duties (±15%)

- Initiates and directs research and studies to improve park programs or facilities; conducts surveys to identify needs or trends. Meets with other government representatives to identify new programs, equipment or methods; extracts and analyzes data. Develops programs based on research and information gathered.

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- Oversees the coordination and facilitation of special programs and events (dedications, tours, concerts, camping, tournaments); ensures the allocations of necessary resources (staff and budget) to achieve a successful program or event. Manages special assignments and projects as assigned.
- Manages the documentation and preparation of records, reports and other correspondence; writes administrative, budget and expenditure reports and special reports as required. Receives, approves, and transfers Enterprise Asset Management (EAM) work orders; reviews entered work hours utilized per assignment and supplies. Ensures that subordinates monitor compliance with recordkeeping protocols (e.g., annual capital and controlled asset inventories); reviews and submits documentation on routine facility inspections and maintains documentation on employee performance.
- Ensures safety procedures are being followed and monitored and employee accidents and injuries are documented. Investigates and works with Risk Management Unit to investigate accidents and injuries and to implement workplace safety protocols. Creates snow removal plan for higher level approval and ensures adequate workforce is in place at all times including emergencies and weather-related events.

Important Worker Characteristics:

A. Comprehensive knowledge of, and skill in (1) park management; (2) outdoor recreation; (3) depending on area of assignment: natural science, environmental education, historical resources and preservation management, historical architecture; (4) park maintenance including construction techniques; (5) project management; (6) public/community relations; (7) public administration; (8) program planning, development and evaluation; (9) fiscal management; and (10) Commission organization, policies and procedures*.

**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 level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.

C. Skill and ability to (1) manage and supervise a park program and staff to accomplish goals and objectives; (2) plan, develop and evaluate complex programs and projects; (3) calculate decimals, fractions, and percentages; (4) conduct field surveys and basic infrastructure assessments; (5) conduct contractor oversight; (6) understand the internal park system, infrastructure and environmental needs; and (7) provide first aid and cardiopulmonary resuscitation (CPR).

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 identifying subtle aspects of problems and making recommendations and decisions. Examples include applying principles to solve complex problems and complaints with many variables; prioritizing work program.

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- 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, comply or take other actions. This includes skill 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 conducting meetings and presenting on a variety of park-related topics to citizens, groups and 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.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Park Management, Park Administration, Outdoor Recreation, Natural Science, Physical Science or any related field.
2. Four (4) years of progressively responsible experience, that includes park operations, program planning and development, supervision of a diverse staff, and responsible professional experience in at least two of the following program areas: interpretation, enterprise, park maintenance, environmental protection/conservation, historical resources, architecture and preservation.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) 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 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, Park and Recreation Professional).
7. Pass Commission medical examination.

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Working Conditions:

Works in the office and occasionally outside. May be required to work evenings and some weekends. On-call to respond to emergency situations or as needed. Exposed to weather, dirt, waste, odors, caustic chemicals, pesticides, wildlife, and potentially harmful insects (for example, bees, hornets, wasps). Incumbents in this class will occasionally: 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.