

The Maryland-National Capital Park and Planning Commission

TITLE: Regional Operations/Facilities Manager GRADE: 32 DATE: 6/3/2024
SERIES: Parks and Recreation Management CODE: 1921 EEO: Professional FLSA: Exempt

Class Definition:

Under general direction, manages and provides administrative and regional oversight of multiple recreation/enterprise operations (e.g., concessions, conference centers, ice rinks, golf courses, tennis courts, campsites, boat rental, driving ranges, splash parks, miniature golf) or recreation facilities; such as community centers, parks and amenities (e.g. trails, community gardens, playgrounds, ballfields, courts, stormwater facilities, and open spaces) within a division. Reporting directly to the Division Chief, works with subordinate managers to ensure the delivery of consistent programs and programming that meets and exceeds the expectations of citizens; as well as the evaluation of current programs (e.g., community events, community outreach, special events, summer camps) and review of the development and discontinuation of programs within the recreation/enterprise operation or recreation/parkland facility; or the maintenance and security of parks and amenities according to established standards. May review proposed parkland acquisitions and park development projects to determine future maintenance needs. Ensures knowledge of and compliance with appropriate regulations, policies and procedures. Coordinates and manages interpretive programs. Manages multiple operational budgets and prepares annual budget requests; controls expenditures in accordance with approved budget. Participates with senior leaders in the development and implementation of Capital Improvement Plans (CIP) or major maintenance recommendations. Establishes and implements operating standards and procedures; and supervises career and seasonal staff and provides hiring decisions. Provides leadership, mentoring and training of staff. Evaluates marketing programs and provides recommendations (i.e., publications, special events, community outreach, websites, and other promotional and revenue generating initiatives); visits parks or facilities to ensure standards of maintenance and cleanliness are being met. Coordinates projects/activities with other divisions and government agencies; oversees maintenance, repair and new equipment purchases. Represents the Division Chief or equivalent at outreach and community events and responds to citizen, community, and government agency concerns or complaints; works closely with partners and elected officials to identify needs. Works with the Office of the General Counsel to establish language for legal contracts with developers and external parties; as well as with community organizations for funding support through grants and donations; and ensures the effectiveness of operations, programs or services within the region. Program outcomes have an extensive impact on the Commission and consists of varied activities within the field, and information on which to act is obtained through investigation, research, tests, extensive calculations or use of standard mathematics, or other means to ensure high accuracy; information must be developed, classified, and analyzed to determine significance. Some work may be sensitive or highly confidential. Applies considerable knowledge of, and skill in, park and recreation management and industry standards, business administration, budget and procurement, public relations, marketing, safety and health regulations, program and project management; statistical analysis; administrative and office management; as well as the knowledge of principles, methods, techniques and practices of the specific field(s) of work pertinent to the assigned position such as acquisition policies and procedures, physical education, recreation, conservation and interpretation, building trades, building/health codes, natural sciences, horticulture/landscaping, wildlife/fishery, environmental regulations, and cash management. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present, defend, convince or persuade and 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 provision of effective products and services including timely advice to management and achievement of Division goals. Incumbent 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 problems.

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision (±40%)

- Manages, plans and directs assigned work programs and unit. Keeps 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; ensures oversight of the work of consultants. Ensures staffing and productivity levels are maintained; and Commission safety and health work practices are followed.
- Performs a full range of supervisory human resource 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 requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations and evaluates performance.

2. Quality Assurance/Quality Control Related - varies based upon area of assignment (±50%)

- Oversees administrative, operational and fiscal functions throughout the region; effectively administers and ensures Commission and division practices and policies are executed in a consistent manner. Participates in planning sessions regarding budget, business planning, and strategic program development and delivery. Oversees, monitors and advises on programs and operations (e.g., concessions, conference centers, ice rinks, golf courses, tennis courts, campsites, boat rental, and special events). Assists with or coordinates special programs and projects as assigned (e.g., countywide events, festivals).
- Meets with managers to review and discuss new and ongoing programs, maintenance, general administrative procedures, projects, special events and overall operations. Evaluates revenues of existing programs and works with managers and staff to create new programs or enhance existing programs. Prepares administrative reports for the Division Chief to identify areas for improvement and provides recommendations. Ensures the completion of annual reviews, written evaluations and recommendations are provided for each program.

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- Manages multiple regional budgets and prepares annual budget requests. Controls expenditures in accordance with approved budget. Designs requests for proposals (RFP) and bid specifications; approves bids and price quotes. Approves and issues purchase orders and check requests. Monitors the work of contractors and approves payment. Administers and oversees revenue producing programs and events (e.g., camps, clubs, trips, lectures, shows, and cultural events). May serve as a custodian of the petty cash fund and approver of purchase cards.
- Approves requested equipment and supplies to be purchased and all acquisitions are compliant; machinery and equipment are properly maintained, and maintenance contracts are obtained and renewed, if required. Monitors and maintains inventory of equipment, supplies and materials.
- Establishes operating standards and procedures; such as hours, security, cash control, safety, fees for interpretive programs, centers, facilities, maintenance yards, and other varied public buildings and facilities. May plan and coordinate construction of new facilities and refurbishment of existing structures.
- Reviews and approves operating procedures. Ensures all pertinent records are maintained and updated as required (i.e., fiscal and budget, procurement, service agreements and maintenance contracts, Capital Improvement Projects, accident reports, customer complaints and issues, personnel records such as payroll data and performance evaluations, union contracts).
- Oversees maintenance and repairs of facilities. Works directly with construction supervisors or facility managers to resolve maintenance issues which includes major and minor maintenance projects, safety and upgrades (e.g., rekey facility locks, repairs and installations of security cameras).
- In conjunction with public affairs and marketing staff, enhances the marketing of programs and activities to include updates of print publications, promotional items, website information and social media updates; participates in marketing meetings. Ensures marketing and revenue generating activities comply with all Commission requirements.

3. Other (±10%)

- Ensures records and reports are properly maintained and filed in accordance with Commission recordkeeping policies and procedures (e.g., program meetings, community event/program summaries and recommendations, complaints, accident/injury, revenues and expenditures).
- Develops and approves administrative reports.

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- Represents the Division Chief at internal meetings, outreach and community events and responds to citizen, community, and government agency concerns or complaints; identifies needs. Drafts communications to external entities such as stakeholders, residents, media and county and state government officials.
- Reviews technical literature, conducts surveys, exchanges information with other government agencies, and attends professional conferences or events to identify new programs, methods, and equipment which might be useful to the Division/region.
- Attends required training, professional conferences and events. May participate in public speaking events. Develops presentations to deliver to public meetings or with elected officials.
- Ensures staff attend safety meetings and seminars; keeps informed of safety concerns and regulations.

Important Worker Characteristics:

- A. (1) Considerable knowledge of, and skill in (a) park and recreation management and industry standards; (b) business administration; (c) budget and procurement; (d) public relations; (e) marketing; (f) safety and health regulations, such as Maryland Occupational Safety and Health Administration (MOSHA), Occupational Safety and health Administration (OSHA), Maryland Department of Agriculture Nutrient and Pesticide regulations, Federal Commercial Driver's License regulations; (g) program and project management; (h) statistical analysis; (i) administrative and office management.
- (2) Knowledge of principles, methods, techniques and practices of the specific field(s) of work pertinent to the specific position of assignment; such as (a) acquisition policies and procedures, (b) physical education, (c) recreation; (d) conservation and interpretation, (e) building trades, (f) Enterprise Management operations*, (g) natural sciences, (h) building/health codes, (i) horticulture/landscaping, (j) wildlife/fishery, (k) environmental regulations, (l) cash 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) oversee the management and supervision of individuals of various professions; (2) develop and implement the region's mission, goals and objectives; (3) apply complex program knowledge to deal with difficult and challenging matters relating to program planning, program management and utilization of resources; and (4) effectively and efficiently handle multiple projects at the same time.

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- 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. Example includes applying project management, supervisory and Commission practices to independently solve difficult challenges and achieve goals.
- 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. Example includes developing and presenting information to diverse groups of people.
- F. Interpersonal skills to interact effectively 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 software and specialized software.

Minimum Qualifications (MQs):

- 1. Bachelor's Degree in Park Administration, Public Administration, Park Management, Recreation Management, Leisure Services, Facilities Management, Business Administration, Natural Sciences or any related subject.
- 2. Five years progressively responsible experience in park or recreation administration, park maintenance operations or management, that includes two (2) years of supervisory experience.
- 3. An equivalent combination of education and experience may be substituted, which together total nine (9) 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.

Working Conditions:

Works inside an assigned facility. May spend significant time outdoors in parks which may operate seven days a week. Considerable pressure to meet deadlines. May work extended hours, evenings, weekends or holidays. On-call 24 hours. Responds to emergency situations as required.