

The Maryland-National Capital Park and Planning Commission

TITLE: Parks/Recreation Programs Division Chief GRADE: 38 DATE: 6/3/2024
SERIES: Management CODE: 1929 EEO: Official Administrator FLSA: Exempt

Class Definition:

Under general direction, leads and manages a recognized park or recreation division with two or more substantial park or recreation strategic operational or administrative work programs; such as enterprise, interpretation, recreation, park planning, stewardship or conservation, horticulture, forestry, landscaping, groundskeeping, general trades work, maintenance and development, historic or cultural arts for the department. Works closely with and reports to Department Director or Deputy Director in providing strategic development and implementation of division's directives. Administers department-wide parks or recreation policies and procedures. Responds to inquiries or concerns from Commission leadership (i.e., Deputy Director, Director, Planning Board) as well as from outside sources (i.e., government agencies, community and outreach groups, County Councils, citizens). Leads management teams in identifying areas for improvement. Reviews capital expenditures plans such as machinery, equipment, building and improvements and ensures all fleet and equipment is properly maintained and upgraded as needed. Provides direction and support to subordinate managers, supervisors and staff; communicates strategic objectives and expectations. Ensures effective management and allocation of all assets and resources within the Division such as funding, personnel, equipment, vehicles, machinery, and proper use of buildings and facilities. Complies with all human resources, legal, fiscal and acquisition policies and regulations. Develops, manages and justifies the annual budget(s); monitors and controls expenditures and recommends reallocation of funds as appropriate. Ensures all records and reports for the Division are properly stored and maintained. Fully supports and cooperates with other divisions for the planning and execution of assigned projects and programs. Ensures area buildings and structures are compliant with safety and Americans with Disabilities Act (ADA) Standards for Accessible Design. Some work may be confidential or highly sensitive. Work performed affects planning, development and operation of functions, programs and services for the department; and consists of activities which are unusual or non-standard and information must be developed through specialized methods of analysis (financial, legal, scientific or mathematical) or unclear interrelationships among data or situations must be ascertained. Recognized as a division in the Department's budget. Applies extensive knowledge of, and skill in, principles, practices and techniques of park and recreation management, natural resources management, park and land use principles, horticulture, landscape, biology and other areas of assignment; as well as knowledge of park and recreation administration, public administration, budgeting, program and project management, and marketing and revenue generating techniques. Performs intensive analyses and makes probing assessments of multiple, interactive variables, including uncertainties, to determine effects. 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.

Work is assigned in terms of functional responsibilities, goals, priorities, and resources. Plans and manages all work within this framework and is held accountable for provision of strategic and effective products and services including soundness of management advice and achievement of Division goals and objectives. Incumbent is expected to keep the supervisor informed and to

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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 teamwork and intra- and interdepartmental coordination problems.

Examples of Important Duties (Estimated Percentages):

1. Management/Staff Supervision (±40%)

- Manages a division that involves planning and developing two or more park/recreation operational or administrative work programs; such as enterprise, interpretation, recreation, park planning, stewardship or conservation, horticulture, forestry, landscaping, groundskeeping, general trades work, maintenance and development, historic, cultural and arts for the department. Oversees key administrative, financial and procurement operations for the Division. Defines goals and objectives, sets standards and develops and interprets policies and procedures. Coordinates activities with other Commission units and outside government agencies. Administers and ensures Commission and departmental practices and policies are executed throughout the Division in a consistent manner. Collaborates with senior officials, program managers and supervisors in formulating and prioritizing business strategies for the Division.
- Performs a full range of supervisory human resource management functions, division-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. Ensures safety and health work practices are being followed.

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

- Develops, defends, implements and monitors the Division's budget; forecasts projects and programs expenditures. Ensures annual budget proposals/projections are prepared timely and accurately and are fiscally responsible. Continually monitors expenditures against approved budgets and recommends changes to funding allocations as appropriate. Ensures the procurement of supplies, materials and services are consistent with Commission acquisition policies and procedures; ensures contracts, financial reports, records and reports are accurately reviewed and processed in a timely manner. May function as a Contracting Officer Representative when required.

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- Ensures all buildings, facilities, grounds, trails, and nature centers are properly maintained and landscaped to meet Commission and Division requirements; ensures all maintenance contracts are implemented and renewed if applicable. Ensures all fleet and equipment is properly maintained and upgraded, as needed.
- Manages the Division's skilled trades shops, heavy equipment teams, greenhouse and nursery production facilities, groundskeeping units and building custodians; as well as ensures inventory of machinery, equipment, supplies and materials are maintained in accordance with Division policies and procedures. Ensures machinery and equipment are upgraded/replaced when required; writes specifications for upgrades and replacements. Generates reports (standard, ad-hoc) to monitor activities, manage status of projects and determine associated costs and estimates.
- Manages area facilities. Reviews and approves operating procedures (e.g., hours, building security, safety). Conducts inspections. Assists proper authorities with investigating accidents, fires and crimes. Assists with the planning of possible park sites and construction of new parks and recreation centers, as well as with the remodeling of present facilities.
- Ensures Division complies with Commission, Federal, and State safety and health regulations. Monitors safety inspections of the Division and work sites. Ensures staff attend safety meetings and seminars; keeps informed of safety concerns and investigates accidents. Ensures staff certifications/licenses are current, filed appropriately and recertifications are completed in a timely manner.
- Monitors community participation of programs and activities; coordinates marketing and publicity of programs and ensures programs offer diverse and inclusive opportunities for participation. Meets with citizens, community groups, business groups, recreation councils, Planning Board, County Council and government agencies to identify needs, plan programs and answer questions about park or recreation programs; investigates complaints.
- Deploys resources to assigned projects, programs and events. Leads management teams in identifying areas of improvement. Reviews proposals for capital expenditures such as machinery, equipment, buildings and improvement plans to ensure program requirements and expectations will be met and are compliant with fiscal obligations.

3. Other (±10%)

- Ensures all records and reports for the Division are stored and maintained in accordance with recordkeeping policies and procedures (e.g., accident/injury, revenues and expenditures, and building and equipment inventory and supplies).

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- Responsible for ensuring that all Division projects and programs meet regulatory standards, protocols and legal requirements; ensures all print and electronic media such as brochures, flyers, advertisements on the web and social media are compliant with Commission policy.
- Writes and approves administrative and technical reports.
- Reviews technical literature, conducts surveys, exchanges information with other government agencies, and attends professional conferences to identify new programs, methods, and equipment which might be useful.
- Attends mandatory training and required meetings (e.g., public, regional, departmental, and Commission).

Important Worker Characteristics:

- A. Extensive knowledge of, and skill in (1) principles, practices and techniques of park and recreation planning or management, natural resources management, park and land use practices, horticulture, landscape, biology, and other required professional and paraprofessional knowledges to effectively manage areas of assignment such as recreation programming, park planning, design, construction and maintenance; (2) park and recreation administration; (3) public administration; (4) budgeting; (5) acquisition policies and procedures; (6) safety and health regulations; (7) strategic program and project management; (8) marketing and revenue generating techniques; (9) craft and trade practices; 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 unit work and supervising employees at the first and second levels of supervision, or ability to rapidly acquire this knowledge/skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) serve as a subject matter expert (SME) in areas of assigned work; (2) coordinate work and activities of multiple sites and staff; (3) develop strategic goals and objectives for programs; (4) coordinate the gathering and organization of complex research data; (5) oversee development of technical reports and marketing related materials; (6) oversee maintenance of grounds, buildings, nature centers and facilities; (7) oversight of program planning, program management, and utilization of resources (i.e., attracting and managing a diverse population, including program participants, higher levels of parks/recreation program management, agency personnel, volunteers, and contract workers, paid staff, and others) in such a manner as to ensure the highest possible levels of program effectiveness.

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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 developing solutions. Examples include applying principles to independently solve difficult problems and achieve goals; justifying reappropriating of funding; resolving issues or complaints by the public; negotiating proposals to achieve desired results; accurately forecasting, implementing and monitoring Division budgets; and reviewing complex documents (e.g. acquisition, blueprints).
- 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. 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 developing and presenting information to diverse groups (e.g., senior leadership, community and outreach events, other government agencies); reading and interpreting construction drawings and specifications; participating and negotiating in contractual agreements; and resolving complaints or concerns and ability to lead, delegate and motivate others.
- 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 software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Parks, Recreation, Public Administration, Engineering, Business Administration or any related field.
2. Eight (8) years of experience in Park and Recreation or Public administration/management that relates to the functional area of assignment (e.g., enterprise, interpretation, conservation, horticulture, recreation and leisure services, forestry, maintenance and development) and includes four (4) years at a supervisory level.
3. An equivalent combination of education and experience may be substituted, which together total twelve (12) 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.

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Working Conditions:

Works in office. Considerable pressure to meet deadlines. May work evenings, weekends and holidays as required. On call 24 hours a day and seven days per week. Handles citizen inquiries; communicates and exchanges information with the public, town officials and volunteer organizations. Resolves complaints and disputes. Responds to emergency situations as required (e.g., repairs, security, scheduling). Depending on assignment, may be required to attend outdoor programs and activities; conduct field inspections; and may be exposed to toxic chemicals or materials and be required to wear protective clothing and gear.