

The Maryland-National Capital Park and Planning Commission

TITLE: Childcare/Special Projects Manager GRADE: 32 DATE: 4/10/2024
SERIES: Park and Recreation Management CODE: 2011 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages and provides overall supervision of department's childcare operations and special projects activities. Performs difficult professional childcare services and special projects that involve the highest level of technical program operations. Defines goals and objectives, develops and interprets policies and procedures and oversees the Division's special projects and programs (i.e., Commission's childcare programs, specialized youth programs; such as Safe Summer, Cotillion, Teen Fest, Kids Care/Out of School Time, and Youth Teen Task Force and Youth Advisory Board). Plans and organizes major events and publicity; coordinates with other Commission programs, community organizations, and government agencies. Writes complex administrative reports, reviews effectiveness of all special programs and services and prepares and delivers reports. Provides summaries, briefings and recommendations for improvement to department leadership. Ensures adequacy, accuracy, and effectiveness in assigned functions, and conducts ongoing research and evaluation of program activities, participant interests and needs, and resource needs and utilization to ensure program objectives are met. Work has extensive Departmental impact by ensuring the operational effectiveness of childcare operations and services and special project activities (e.g., youth camp safety standards, summer program operations, summer/afterschool nutrition programs) for the Department by evaluating and monitoring the programs and services and by solving the most difficult problems encountered for the programs, and results in the provision of important administrative support services and the effectiveness of special projects and programs. Incumbent serves as a full supervisor over a unit of program staff including career, intermittent, seasonal, volunteer, and contract employees with authority to effectively decide or recommend approval on personnel actions. Work consists of the full range of activities encountered in the childcare/development field including those that are unusual or non-standard and involve different and unrelated processes, and information must be developed through specialized analysis of data and intangible aspects of a varied childcare and special projects program. This is a highly visible position in the county requiring close contact with government officials and agencies (e.g., Board of Education, Planning Board, County Executive, County Council) to identify needs, plan or coordinate programs, present reports, and investigate complaints; and includes contact with children and their parents/guardians, citizens and community groups, business groups, university representatives, and internally with division and departmental contacts at various levels. Some work may be highly confidential or highly sensitive. Applies extensive knowledge of business administration; child development; office practices; parks and recreation, physical education, and public administration; safety and health regulations; public relations; general budget and procurement principles and practices; and statistical analysis to develop and implement Commission programs. Independently performs various types of data, operational, and supervisory related research and analyses to solve difficult, complex, and challenging problems. Contacts are with individuals and groups within 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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Assignments are made 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 – the 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.

Examples of Important Duties (Estimated Percentages):

1. Managerial/Supervisory (±20%)

- Manages the Division's work programs and unit. Keeps unit 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; 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, if applicable. Develops and interprets division policies and procedures. Reviews department-wide childcare programs, school-community center youth programs, and Child Care Committee goals and objectives. Plans and organizes major events (e.g., Teen Fest, Cotillion). Hires or monitors contractors to provide services County-wide (e.g., youth camp safety standards, Summer Nutrition Program, Afterschool Nutrition Program, Summer Nurses). Coordinates activities with other Commission units and other government agencies (e.g., youth program quality assessment, Safe Summer, Pre-Teen and Teen Programs, Out of School time programs, Summer Youth Enrichment Program). Writes complex administrative reports. Reviews effectiveness of all special programs and services and prepares and delivers summaries and recommends improvements to Division and Executive Leadership.
- Performs a full range of supervisory human resources (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 evaluates performance. Initiates and provides training for County-wide childcare personnel in accordance with both state and county Health Department requirements as well as on topics related to youth development, program quality assessments, out of school time programming and youth worker skills.

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2. Quality Assurance/Quality Control Related ($\pm 60\%$)

- Manages the support, training, marketing and resources provided to youth programs throughout the Department; oversees the delivery of events and programs and support services. Participates in committees that provide an impact on program delivery to youth including childcare, youth camp safety standards, summer program operations, Safe Summer, Cotillion, Kids Care/Out of School Time, and Youth Task Force/Youth Advisory Board. Identified as a key contact for Summer Youth Enrichment Program (SYEP), placing youth throughout Departmental summer operations. Coordinates the summer nutrition programs that provides free meals at summer programs and afterschool programs in partnership with County Public Schools at eligible Kids Care sites.
- Serves as an internal liaison to the department on Teen/Youth Services to ensure consistent opportunities for youth engagement and leadership. Researches and coordinates with other County service providers on Youth Initiatives. Responds to citizen inquiries, complaints and requests pertaining to Teen/Youth Services. Serves as an official Commission liaison on external committees, County and Commission workgroups, elected officials, and department heads. Interacts with other government agencies to create a county-wide comprehensive youth agenda.
- Monitors and controls allocated expenditures and assigned account codes for programs. Analyzes revenues and expenditures for program requirements; reviews and processes financial documents for accuracy and promptness in compliance with policy. Performs financial analyses of assigned projects.
- Researches grant programs and other funding sources, and develops and submits proposals and reports. Researches, writes and submits, pertinent youth development grant applications relating to health, fitness, nutrition, tutoring, mentoring and outreach.
- Develops, coordinates and administers training and program opportunities with other units, divisions, departments, other government agencies and contractors. Coordinates with the County government, and other governmental and community-based organizations, on the selection, placement and training of County-wide youth. Develops and initiates a youth recognition program for participants in department programs. Conducts training of staff in the development of documentation in the compliance of standards for Teen/Youth Programs.

3. Other ($\pm 20\%$)

- Writes articles, designs brochures, handbooks, flyers, videos, social media posts and news releases to publicize programs and events. Gives talks at professional conferences. Sends promotional materials to news media, individuals, or groups interested in childcare or special programs. Oversees outreach efforts focused on youth programming, activities and special events.

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- Drives Commission vehicles to meet with citizens and community groups, business groups, university, Board of Education, Planning Board, County Executive, County Council, and other governmental agencies to identify needs, plan programs, and answer questions about recreation and childcare programs. Investigates complaints.
- Reviews technical literature, conducts surveys, meets with vendors, exchanges information with other government agencies, and attends conferences to identify new programs, methods, and equipment which might be useful for division or special projects.
- Maintains and oversees Division program records management.

Important Worker Characteristics:

- A. Extensive knowledge of (1) business administration; (2) child development; (3) office practices; (4) parks and recreation, physical education, and public administration; (5) safety and health regulations; (6) public relations; (7) general budget and procurement principles and practices; (8) statistical analysis; and (9) 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) organize work efficiently; (2) provide courteous service; (3) evaluate programs and personnel performance; (4) work under pressure, handle multiple tasks at the same time and meet established deadlines; and (5) investigate matters which are highly sensitive and/or confidential.
- 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 solving complex problems involving many variables of diverse projects and programs; analyzing and interpreting administrative and technical reports, summaries, and other correspondence; preparing formal reports or correspondence to senior and management in response to investigations; responding to audit deficiencies by providing recommendations; and writing, implementing, and monitoring improvement processes and procedures.
- E. Expert 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

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persuaded. Examples include negotiating effectively among varying viewpoints to include developing relationships across various departments; resolving or negotiating solutions among varying viewpoints to ensure continued success to projects; meeting with citizens and community groups, business groups, university, Board of Education, Planning Board, County Executive, County Council, and other governmental agencies to identify needs, plan programs, and answer questions about recreation and child care programs; resolving employee disagreements; and writing technical reports and detailed correspondence; presenting information to groups.

- F. Interpersonal skills to interact effectively with business 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 software and specialized software.

Minimum Qualifications (MQs):

- 1. Bachelor's Degree in Parks, Recreation or any related field.
- 2. Six (6) years of professional progressively responsible parks and recreation experience that includes four (4) years of experience in a supervisory capacity.
- 3. An equivalent combination of education and experience may be substituted, which together total ten (10) 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. Pass Commission medical examination.

Working Conditions:

Works in an office environment or facility which is adequately heated, lighted and ventilated, and occasionally outside in pleasant weather. Work may involve extended hours, early mornings, evenings and holidays for a seven-day-per-week operation. Some driving may be required. Work requires normal physical effort to sit, walk, stand, bend, reach or carry light items. Work presents normal, everyday risks and requires common sense observance of safety precautions.