

## The Maryland-National Capital Park and Planning Commission

TITLE: Planning Technician Supervisor    GRADE: 22    DATE: 1/26/2021  
SERIES: Planning    CODE: 2234    EEO: Professional    FLSA: Exempt

### Class Definition:

Under general direction, participates in the work of and supervises a recognized Planning Unit's para-professional staff including communicating with the public, reviewing applications or coordinating the review for building and sign permits and reviewing preliminary site plans. Approves building permits. Provides technical assistance to staff on complex or unusual cases. Responsible for review of sales from reports, maps, aerial photos, and other publications. Communicates and interacts regularly with developers, builders, engineers, architects, attorneys, and homeowners to establish, maintain, or enhance working relationships. Reviews applications or coordinates on various permit types, preliminary site plans for completeness, accuracy, legal description and compliance, as well as, conducts unit audits on collecting fees and deposits. Work involves quality communication and listening standards, ensures policies and procedures are completed; facilitating unit goals and objectives; maintaining records; coordinating unit services support; conducting reconciliation audit analyses; and developing research related reports for the department. Some work is highly confidential or highly sensitive. The work (as supervisor) results in provision of important planning support services for the unit of assignment. Applies considerable knowledge of County ordinances governing zoning, County and Commission policies, procedures, rules and regulations governing permit application processing, County subdivision regulations and land use; along with knowledge of an area of planning (e.g., parks, transportation, trails, historic preservation, environment, research, regulatory planning). 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, including the public, to exchange information, coordinate, obtain agreement, gain compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. The incumbent independently plans the work of the team and ensures work is carried out in conformance with established Commission policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or higher 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 of the team and work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

### Examples of Important Duties (Estimated Percentages):

#### 1. Unit/Staff Supervision (±50%)

- Manages the assigned work program and unit. 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; ensures oversight of the work of consultants and contractors.

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- 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 performance objectives and expectations, and evaluates performance.

### **2. Quality Assurance/Quality Control Related ( $\pm 40\%$ )**

- Reviews or coordinates review of sales from reports, maps, aerial photos, and other publications at the counter; fills orders by mail and telephone; collects and deposits fees; makes updates to reference books, maps, and other documents used at the counter. Maintains sale and inventory records from counter and stock room.
- Communicates and interacts regularly with developers, builders, engineers, architects, attorneys, and homeowners to establish, maintain, or enhance working relationships, including teamwork, with internal and external contacts. Communicates with elected officials, citizens, and various county agencies, verbally or in writing, related to planning such as: zoning, master plans, forest conservation, stormwater and regulatory process. Actively listens to understand wants, needs and concerns of stakeholders, and coordinates to obtain desired actions. Writes reports based on research relating to planning matters such as land use and development activities, housing population and economic growth, public facilities, transportation, and environment.
- Reviews applications or coordinates review for building permits (residential, commercial, and industrial), and signs permits; checks completeness of applications and supporting documents. Verifies legal descriptions and approved zoning classifications; checks compliance with applicable county ordinances; reviews all information and decides whether to issue permits.
- Reconciles and audits the unit's records concerning collection and deposits of fees to ensure appropriate policies and procedures are followed.
- Reviews preliminary site plans to check completeness, accuracy, internal consistency, legal description, and legal compliance. Meets with developers, contractors, lawyers, engineers, or others to assist in reviewing site plans (prior to permit submission) to solve problems, interprets zoning ordinances related to development proposals.

### **3. Other ( $\pm 10\%$ )**

- Participates in various committees and meetings such as Telecommunications, Department of Permitting, Inspections and Enforcement, and Building Industry Association.

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- Stays informed of the field of work and associated processes and procedures.
- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

### Important Worker Characteristics:

- A. Considerable knowledge of (1) County ordinances governing zoning; (2) County and Commission policies, procedures, rules, and regulations governing permit application processing\*; (3) County geography\*; (4) County subdivision regulations\*; (5) Commission organization, policies and procedures \*; and (6) land use.

*\*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/skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skills in identifying subtle aspects of problems and making recommendations and decisions. Examples include applying a system of procedures to solve practical, routine planning problems at the permit and zoning document level.
- D. Skill in communication to understand verbal and written information (including facts, assertions and arguments) and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skill in actively listening and encouraging effective communication by others. Examples include interpreting and communicating planning regulations, ordinances and laws and guiding others in their application.
- E. 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.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

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### Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Six (6) years of progressively responsible experience in one more of the following areas: plan, permit and application review, zoning or land use.
3. An equivalent combination of education and experience may be substituted, which together total six (6) years.

### Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires light physical effort; may require greater physical effort on an incidental basis. May be subject to various job demands such as high volume of work and tight deadlines.