

The Maryland-National Capital Park and Planning Commission

TITLE: Planning Technician Manager GRADE: 28 DATE: 1/26/2021
SERIES: Planning CODE: 2235 EEO: Professional FLSA: Exempt

Class Definition:

Under general direction, manages a Countywide para-professional planning unit responsible for performing one or more of the following: (1) reviewing and taking official Commission action on all applications for building permits, reviewing plans submitted under site plan approval processes; (2) providing specialized technical guidance and assistance to Commission staff, staff of other governmental agencies, and elected and appointed officials on complex or unusual matters; (3) assigning street names and property addresses; (4) providing planning information to the general public. Oversees and performs technical planning work involving considerable responsibility, complexity and variety. Ensures completeness, soundness, sufficiency and integration of work program. Serves as member of the Division's management leadership team. Some work is highly confidential or highly sensitive. Works adeptly as a unit manager, affects the Commission's compliance with requirements and the effectiveness of planning work programs. Applies comprehensive knowledge of County ordinances governing land use and development, county subdivision regulations, and zoning procedures and regulations to ensure work products and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or 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, goals, priorities and resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective products and services including soundness of management advice and achievement of unit goals. The 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 (±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 (±40%)

- Coordinates activities to ensure operational efficiency of unit; participates in establishing work program policies and procedures. Provides technical guidance to staff, advising of correct methodology and approach to accomplish work program goals and objectives; coordinates work of unit with other Planning Divisions and outside Agencies.
- Sets date before the Development Review Committee (DRC) once application is deemed complete; may send plan to Area Chief for assignment to lead reviewer. Verifies completeness of applications, supporting plans, and other documents, location and legal description, existing zoning classification, and other relevant information. Ascertains compliance with applicable county and state codes, subdivision plats, site plans, and decisions on zoning cases; may oversee review of all applications for buildings (e.g., residential, commercial and industrial, use and occupancy, grading and sign permits).
- Prepares agenda for each bi-weekly DRC meeting; oversees sending all necessary materials related to each plan to all members of committee including other agencies and utilities.
- Responsible for division inventory control of Commission publications including: master plans, environmental guidelines, reference books, maps, and other documents used in the Information Office.
- Audits records and ensures all necessary fees have been received before review of applications can proceed; accounts for monies received and prepares bank deposits in a timely manner.
- Manages unit budget; determines annual budget by predicting how much money will be brought in through fee collection. Controls expenditures; raises application fees, as necessary, to cover designated costs.
- Takes official Commission action on issuance of permits.
- Maintains computer records within tax assessment files, as well as, manual records involving both written materials and maps. Takes action on requests for changes of street names or property addresses and initiates such changes where necessary to correct errors or to avoid confusion consistent with regulations adopted by Planning Board; proposes change of address regulations, when necessary.

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3. Other Duties (±10%)

- Serves as a resource to State Delegates and Senators, County Executive, County Council, Planning Board, Department Heads, Commission Staff, Planning Department and other governmental agencies for information on interpretation of zoning regulations and provisions relative to land use and development. Serves on task forces and seminar panels. Provides technical assistance in the formulation and review of legislation pertaining to land development matters.
- Resolves conflicts or major disagreements among individuals and groups concerning recommended courses of action regarding permit issues when escalated by subordinate staff; negotiates to achieve desired results. Communicates with the general public, by phone and in person, on more complex information regarding planning laws, policies, procedures, documents, maps, and studies to interpret zoning ordinances and other regulations related to development proposals, and to provide any other information requested. Responds to correspondence regarding zoning and other matters.
- Reviews division electronic and manual records management. Compiles quarterly and ad hoc reports on application activities.
- Serves as a member of the Division's management leadership team. Identifies, recommends, and implements new work methods, policies and procedures to enhance productivity and effectiveness. Works with other managers within the Division, and works with management teams to resolve problems, enhance teamwork, develop and implement Division-wide changes in procedures. Makes presentations concerning major projects or proposed changes in procedures and work methods.
- Stays informed of developments in the planning domains of the unit, and of changes in guidelines applying to the areas of work focus.

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of: (a) County ordinances governing land use and development; (b) principles of planning; (c) county and Commission policies, procedures, rules, and regulations*; (d) County geography*; (e) County subdivision regulations*; and (f) zoning regulations.
(2) Knowledge of Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Good 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 or second 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.

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- C. 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 a system of procedures to solve both complex and routine planning problems encountered in the land development process.
- 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 regulations and preparing detailed and routine reports and correspondence.
- 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.

Minimum Qualifications (MQs):

1. Associate's Degree in any related field.
2. Six (6) years of progressively responsible experience that includes substantive work in the range of duties and responsibilities in this class specification of which includes two (2) years in a supervisory capacity.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) 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.