

The Maryland-National Capital Park and Planning Commission

TITLE: Special Program Management Coordinator GRADE: 38 DATE: 6/3/2024
SERIES: General Administrative CODE: 2249 EEO: Official Administrator FLSA: Exempt

Class Definition:

Under general direction, leads, coordinates and performs department-wide program management work on a broad range of complex program operations, issues, projects, initiatives and special assignments that often have political implications. Coordinates special project committees; directs or coordinates activities of other professionals throughout the department or within other agencies. Collaborates to determine and prioritize business strategies; identifies business opportunities and implements risk assessment strategies. Meets with senior leaders to discuss key performance indicators; identifies project and program issues and leads teams in developing strategies for success. Represents Department on various task forces, committees and inter-agency groups to provide technical expertise and resource support. Work consists of a broad range of activities requiring specialized analysis involving new policies or processes for major areas of uncertainty and consideration of long-term impacts. Supports and coordinates department-wide long-range policies and efficiencies with other operational division chiefs. Some work is highly confidential or highly sensitive; and has Department-wide impact for high profile projects, initiatives, and policies and affects the planning, development and operation of Department programs and services. Applies extensive knowledge of broad principles, practices, policies and procedures of program management and administration, administrative systems, operations and research, interdisciplinary or interdivisional project management and knowledge of economics, contracting and budget procedures and County, State and Federal codes, regulations, practices, procedures, and industry standards to provide expert level program coordination at the Department level. Performs intensive analyses and 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. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent plans and manages all work within this framework and is held accountable for provision of effective products and services including soundness of management advice and achievement of program goals and 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 teamwork and intra-agency and interagency coordination problems.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±85%) – assigned functions vary by position

- Provides leadership for a proactive and progressive program and project implementation function. Confers with Director, Deputy Director, department staff and County agency leadership on administrative matters and policies pertinent to implementation of program, as well as with county, state, federal government and other key entities. Develops and implements programs of importance to the County; directs and manages development of specific studies, strategies and grants associated with implementation. Serves as authority

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for decisions throughout the implementation process; works with and directs key professional staff and consultants involved in the development of studies and strategies. Develops administrative policies and procedures for the functional unit and may assist in the development and provide policy recommendations and procedural guidelines for the organization. Establishes timelines and standards for work assignments and projects; develops program outreach strategy and equitable engagement processes and assists in the review; and provides recommendations on regulations. May manage interns, contract employees, and staff assigned to their work programs and activities, as appropriate.

- Coordinates management activities and consults with community groups and leaders, and Department staff or others as required in directing or conducting special programs and projects. Furnishes problem-solving staff work in design of project management plans including identifying components and reporting requirements, and confers, advises and directs subordinates on technical problems in all areas of responsibility. Provides recommendations related to execution of goals, policies and objectives of department studies and strategic plan implementations. Provides senior level policy advice and analysis on various issues, policies, procedures and programs in coordination with diverse professional staff and advises on complex program related matters.
- Promotes public service and creative activities to enhance department effectiveness and gain county constituent support by responding effectively to public, County Council, departments, agencies, Planning Board, stakeholders, and others. Provides leadership in coordinating the interests of different stakeholders and governmental interests often having conflicting or overlapping objectives.
- Evaluates a variety of local, state and federal proposed legislation for regulations to anticipate the effect on Commission policies and functions and assesses the impact on budget and practices; and develops and advises on alternative proposals. Prepares draft agreements and proposals for legislation, as necessary, to solve problems and resolve issues. Negotiates with other government agencies and public to resolve various broad problems and to provide significant savings for the taxpayer by avoiding jurisdictional duplication and counter-productive activities and programs.
- Manages development of proposals and applications for grant programs from the State, federal council of government and other entities for approved programs, projects and initiatives regarding implementation of funding; facilitates management and contractual oversight of grants associated with and related to implementation of projects and initiatives.
- Works with division chiefs on preparing, developing, managing and monitoring fiscal year budgets for special programs and controls expenditures in accordance with approved budget. Administers and controls grant-funded programs or projects and ensures compliance with State, Federal and local laws.

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- Collaborates with executive team members to determine and prioritize business strategies; identifies business opportunities and implements risk assessment strategies. Meets with senior leaders to discuss key performance indicators; identifies issues and leads teams in developing strategies for resolution.

2. Other (±15%)

- Represents Department on various task forces, committees and inter-agency groups to provide technical expertise and resource support; serves as liaison with county departments, external organizations, agencies and citizens regarding project implementation, development and management of programs. Manages and receives information, responds to inquiries and requests and resolves issues pertaining to programs with County Council, County Executive departments, agencies, and State and Federal entities. Confers with teams and stakeholders; attends County Council, agency and stakeholder meetings and presents information as needed.
- Stays informed of Federal, State and local regulations on grant funded programs and non-Federal resources for special programs.
- Coordinates preparation of reports and presentations and ensures involvement of all stakeholders in the process.

Important Worker Characteristics:

- A. Extensive knowledge of (1) broad principles, practices, policies and procedures of program management and administration; (2) administrative systems, operations and research; (3) interdisciplinary or interdivisional project management; (4) economics; (5) diversity, equity and inclusion practices; (6) contracting procedures; (7) budget procedures; (8) county, State and Federal codes, regulations, practices, procedures, and industry standards*; and (9) Department and Commission organization, policies and procedures*.

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

- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the Department Director by performing group leader work or ability to rapidly acquire knowledge and skill set. Plan, organize and direct work and to negotiate effectively with management and others to accept and implement recommendations.
- C. Expert skill and ability to (1) develop, implement, and monitor highly visual and, sometimes, political and controversial programs, studies and projects; (2) handle multiple projects simultaneously and ability to change the priority of assignments; (3) plan, organize, and coordinate work efficiently and effectively; (4) conduct complex data analyses, technical reports and correspondence; (5) coordinate work programs and projects with other agencies/departments; (6) manage consultants, contracts and budgets; (7) understand key concerns of programs within the Department; (8) meet strict deadlines; and (9) adapt to changing work priorities and performance expectations.

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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. Example includes applying broad principles to solve complex problems involving many variables.
- E. Considerable 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 representing the department, functional area or division on various task forces and meetings; negotiating effectively among varying viewpoints; accommodating and modifying programs to resolve objections; and applying critical thinking and negotiation techniques,
- 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 and working as a member or a leader of a team; and to mediate 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 Planning, Urban Design, Parks and Recreation, Architecture, Engineering, Landscape Architecture, Environmental Science, Business Administration, or any related field.
- 2. Eight (8) years of professional analytical experience in assigned program, that includes two (2) years of experience in coordination or supervision of a function.
- 3. An equivalent combination of education and experience may be substituted, which together total twelve (12) years.
- 4. May require a 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:

Work is performed in an office setting but may require the incumbent to drive to work assignments that may include public meetings and hearings. Work is primarily sedentary, requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines. May be required to work evenings, weekends and holidays.