

The Maryland-National Capital Park and Planning Commission

TITLE: Park Ranger Operations Manager
SERIES: Park Activities

GRADE: 30
CODE: 2306 EEO: Professional

DATE: 6/2/2021
FLSA: Exempt

Class Definition:

Under direction, manages a Park Ranger Unit and operations for one county. Work at this level involves program administration, budget management, and staff supervision. Supervises Park Rangers to provide a variety of park and facility operations support work, public educational programs and natural resource management; assigns work based on priorities, difficulty of assignments, and capabilities of employees. Oversees management of countywide natural resources in parks and natural areas, and provides technical assistance regarding resource management, conservation, and environmental issues for the Commission, public, and various agencies; as well as planning and coordination of Park Ranger support for events, park operations, overall park patrols, conservation projects, community partnerships, committees, task forces and other support efforts. Responsible for the coordination of countywide park patrols and enforcement of park regulations, natural resource laws, and patrons' safety. Develops and ensures staff compliance of authority and protocol related to issuing parking and civil citations that includes defending issued citations in District Court, ensuring staff receive training, submitting schedules to District court, and creating protocols used to guide the issuance of citations. Responsible for creation of and enforcement of mandatory dress code. Serves as a spokesperson for the Department for technical or other specialized functions. Some work is highly confidential or highly sensitive and includes large cash deposits and access to a bank safe. The work (as supervisor) results in provision of important administrative support services and the effectiveness of the park safety and Park Ranger programs. Applies expert knowledge of, and skill in, park management and park activities, environmental science, wildlife or natural resource management, local flora and fauna, recreation, water safety, large scale event and operations planning, community outreach and volunteer planning and park regulation enforcement. Performs various types of operational and supervisory analyses to ensure adequacy, accuracy 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.

Assignments are made in terms of functional responsibilities. The incumbent independently plans the work of the Park Ranger Unit and ensures it 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.

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Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision (±35%)

- 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. Develops internal guidelines to ensure operations are safe and effective.
- 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 objectives and expectations, and evaluates performance.

2. Quality Assurance/Quality Control Related (50%)

- Manages parks including assessing park and funding needs and implementing conservation projects; manages agricultural parkland leases and agreements, creates lease agreements, coordinates with county, state and federal agencies on agricultural matters. Manages natural resource programs including wildlife management involving the response to injured, nuisance and feral animals on the parkland, forestry and aquatic resources on parklands; oversees management of deer hunts, goose addling and roundups, meadow creations and non-native invasive plant removal. Ensures staff receive training and obtain the required state Wildlife Damage Cooperator permit.
- Drives Commission vehicles and oversees the planning and coordination of Park Ranger support for events, park operations, overall park patrols, conservation projects, community partnerships, committees, task forces and other support efforts. Ensures staff complete vehicle logs and accident reports, and follow vehicle use procedures. Works with Fleet Management to replace vehicles.
- Manages development and support of educational outreach programs, safety programs, career days, science fairs, and educational materials prepared by staff for public or internal use. Oversees design, development and implementation of specialized natural resource management, interpretive, and park safety programs; coordinates and develops community and volunteer outreach.

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- Manages and coordinates operating budget, capital budget and revenue goals for Park Ranger program; prepares annual budget requests, and controls expenditures, staffing and purchases in accordance with approved budget. Oversees contracts requiring bids, annual payments and compliance with agreements. Manages overtime assignments within budget. Works with contractors and internal staff to ensure compliance with projects and deadlines; assists with capital improvement project submissions.

3. Other (15%)

- Cooperates and coordinates with Park Police and assists law enforcement agencies and other units of local, state, and federal government in crime prevention, search and rescue, natural resources law enforcement, accident investigation, and public safety. Manages safety and enforcement protocol for issuance of parking and adult civil citations and dress codes; coordinates District Court dates and testifies as needed.
- Represents Department to public and groups interested in environmental, natural and wildlife issues. Meets individually with citizens and groups to identify needs, plans programs, and answers questions or complaints about nature, conservation issues, wildlife, park regulations; investigates complaints. Chairs or leads committees or work groups.

Important Worker Characteristics:

- A. Expert knowledge of, and skill in (1) park management and park activities (e.g. hunting, fishing, boating, camping); (2) environmental science; (3) wildlife or natural resource management; (4) local flora and fauna; (5) recreation; (6) water safety; (7) large scale event and operations planning; (8) community outreach and volunteer planning; (9) park regulation enforcement; 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 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) apply specialized procedures and regulations; (2) organize work efficiently; (3) provide courteous service; (4) write warnings and citations; (5) manage staff, projects and programs; (6) testify in court; and (7) provide cardiopulmonary resuscitation (CPR), first aid and automated external defibrillator (AED).

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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 making recommendations and decisions. Example includes complex planning and coordination of projects and programs.
- 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, in some situations, agree, comply or take other actions. 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.
- 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.
- G. Skill in operation of (1) Commission communication and specialized equipment; (2) heavy equipment; (3) light truck, motor vehicles and trailers; (4) safety equipment; (5) power and hand tools; (6) various computerized software programs; and (7) bicycle.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Recreation, Park Administration, Park Management, Natural Science, Public Administration or any related field.
2. Six (6) years of progressively responsible experience in Park Administration, Park Management, Recreation, Natural Science or Public Administration, including at least one year in a supervisory capacity.
3. An equivalent combination of education and experience may be substituted, which together total ten (10) years.
4. Pass Commission medical examination.
5. 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.
6. Depending on area of assignment, must be able to obtain and maintain all applicable certifications; obtain Maryland Wildlife Damage Cooperator permit within six months.

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Working Conditions:

Works inside and outdoors in varying weather conditions. May work rotating shifts including evenings, weekends, and holidays. Incumbents in this class must frequently: remain in a stationary position, move from place to place, stoop, reach, push and pull while performing park ranger duties to operate vehicles, tools and equipment, communicate and exchange information with internal staff and the public, be able to view objects from a distance, distinguish between colors, and move dead animals, equipment, tools and supplies weighing up to 49 pounds. May perform physical activities, such as biking, hiking and kayaking.