

## The Maryland-National Capital Park and Planning Commission

TITLE: Natural/Historical Resources Program Manager      GRADE: 32      DATE: 6/7/22  
SERIES: Natural Science      CODE: 2357      EEO: Professional      FLSA: Exempt

### Class Definition:

Under general direction, manages, plans and directs multiple functional areas that includes at least two of the following: natural resources education and regulatory (nature centers, park rangers), historical resources (sites or programs that provide historical significance) or cultural resources (museum programs, archaeological programs) and services on a department-wide basis. Supervises the activities of program or facility managers performing complex scientific, technical, interpretative, administrative, operational and professional work affecting a significant county-wide program, including major logistical, industrial or site operations. Work involves performing a variety of environmental, natural, historical or cultural resources management duties that require strategic development, operational oversight and an indepth analysis of problems and issues that cover diverse, complicated and highly sensitive topics. Duties require integrated resource analysis, program development, as well as, coordination and planning activities that cover multiple resources or operations. The employee develops new methods and techniques for problem and issue resolution. Work may also include providing technical direction related to developing procedures and overseeing wildlife management programs. Supervises program staff, oversees the operation of multiple facilities and maintenance, prepares budget, oversees purchasing activities, and markets the facilities and programs. Performs related administrative and management work for the unit. Some work is highly confidential or highly sensitive. The work (as supervisor) results in provision of important administrative support services for the program of assignment. Applies expert knowledge of the concepts, principles and practices of natural, historical, cultural resources management or museums and historic sites; as well as knowledge of parks and public administration, exhibit development, techniques and methods for interpretation and budget management. 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 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.

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 timely advice to management and achievement of Division 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.

### Job Summary:

Supervises the activities of programs or facility managers that have an affect on a significant county-wide programs; such as:

Natural Resources Education and Regulatory Program: Environmental, Natural Resources and Conservation Stewardship and practices, Outdoor Education and Recreation, Urban Forestry and Wildlife Management, Outdoor Safety, Animal Welfare and Code of Maryland Regulations.	Historical and Cultural Resources Program: American Studies, Museum Studies, Archaeology, Black History, Black Indigenous People of Color (BIPOC) Cultural Life, History, Anthropology, primary research and historic preservation and collections management.
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### Examples of Important Duties (Estimated Percentages):

#### 1. Unit Management/Staff Supervision Unit (±25%)

- Manages, plans and directs complex multifaceted programs of interpretation, environmental or historical education, nature centers, museums and historic sites, exhibits, and visitor services for a Department; provides guidance and direction, sets goals and objectives for these programs. Reviews, approves, provides recommendations for new and existing programs; sets standards for measuring performance and evaluates effectiveness of programs and services. Works collaboratively with staff to plan, design, develop, and implement the visitor experience, interpretive themes, exhibits, and other interpretive elements; ensures all standards are met regarding the care and management of collections (i.e. live education animals, historical or archaeological artifacts) and that these standards are updated regularly and that all local, State and Federal regulations are followed and permits are current.
- 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 (±55%)

- Oversight of multiple natural, historic, museum or nature center facilities including site operations and maintenance and upgrades; works with planners, architects, engineers to plan, design, develop and construct new facilities or renovate and upgrade existing facilities. Identifies, monitors and coordinates facility maintenance work; coordinates with park staff and division to manage natural, historic, museum or nature center resources and areas adjacent to facilities. Works with Division Chief and appropriate colleagues to submit Capital Improvement Project requests, major maintenance project requests, and service requests.
- Reviews and recommends operating procedures at facilities and program areas including hours of operation, security procedures, safety practices, accessibility, visitor rules, cash handling procedures, and fee collection procedures. Reviews accident, injury, worker's compensation, and equipment damage reports for staff, volunteers, interns and patrons; provides support to staff and identifies any additional actions needed.

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- Oversees preparation of annual budget requests and management of facility operations and revenue budgets; controls expenditures in accordance with approved budgets. Oversees purchasing and approves petty cash, purchase card transactions, purchase orders and check requests, and authorizes payments; solicits bids and price quotes. Manages contracts; coordinates submission of attendance reports, cost recovery reports, and performance measures; proposes, develops, seeks alternative sources of funding in the form of grants, donors, and sponsors.
- Works collaboratively with staff to develop and implement marketing plans and strategies; reviews and approves marketing materials, strategies and plans. Develops and implements strategic plans.

### **3. Other (20%)**

- Communicates with Maryland State Department of Health and Mental Hygiene on latest recommendations and update to Code of Maryland Regulations (COMAR) regarding youth camps; develops Department-wide standards that meet COMAR and ensures the safety of campers, volunteers and staff. Communicates with State of Maryland and County Public Schools to align program offerings with state curriculum for school programs visiting nature centers, museums and historic sites. Develops, implements and updates staff manuals and training sessions annually; provides technical support to staff in meeting standards for camps, schools and other youth or senior groups. Reviews and submits incident, injury and annual camp reports; coordinates with staff to provide staff resources to accommodate disability modification requests and meet the Americans with Disabilities Act (ADA).
- Oversight of intern and volunteer programs: works collaboratively with facility staff to develop and evaluate volunteer and intern programs.
- Creates, builds and manages multifaceted partnerships with citizen groups, government agencies, community groups and advisory groups to identify needs, enhance program offerings, to provide outreach, answer questions and investigate complaints.
- Proposes, develops and seeks alternative sources of funding in the form of grants, donors, sponsors; supports fundraising and donor or sponsor cultivation efforts
- Assumes all responsibilities of the Division Chief during their absence; approves all purchases and personnel matters. Represents Division on departmental committees and in meetings; resolves employee issues, counsels staff and answers concerns from citizens and community groups.

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### Important Worker Characteristics:

1. (a) Expert knowledge of (1) the concepts, principles and practices of natural, historical, museum, nature center or cultural resources management; (2) parks administration; (3) public administration; (4) exhibit development; (5) techniques and methods for interpretation; (6) Maryland education standards\*; (7) budget management; (8) Commission organization, procedures and policies\*.  
(b) For assignment in management of natural resources or nature centers, expert knowledge of (1) environmental stewardship; (2) natural resources stewardship; (3) outdoor education and recreation, (4) urban forestry; (5) wildlife management; (6) conservation and stewardship practices; (7) outdoor safety; (8) animal welfare; and (9) Code of Maryland Regulations.  
(c) For assignment in management of historical resources and museums, expert knowledge of (1) American studies; (2) museum studies; (3) archaeology or anthropology; (4) Black history; (5) Black Indigenous People of Color (BIPOC) cultural life; (6) history; (7) primary research; and (8) preservation principles and collections management.

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

2. 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.
3. Skill and ability to (1) plan, organize and direct the programs, services and operations of multiple facilities; (2) perform effective administrative work including budgeting, contract management, human resource management and purchasing; (3) provide expert knowledge of a subject matter or area in the development of interpretative programs; (4) provide technical resource and program leadership to relevant groups within the community; (5) provide expertise in a subject matter to other governmental entities; (6) coordinate effectively with other entities, staffs and units within the Commission and the community in planning and carrying out programs, events and activities; (7) interpret technical natural and cultural history materials, museum or nature center exhibits to patrons; (8) organize work efficiently; and (9) develop program promotional advertising material.
4. 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 principles to solve difficult problems and achieve goals; researching and analyzing data and information to develop recommendations and conclusions for plans, policies, reports.
5. 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.

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Examples include developing and maintaining relationships with the community and with organizations concerned with natural or historical matters; and planning, developing, leading and presenting programs of large and extensive scope.

6. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member or a leader of a team and mediating disputes.
7. 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 Natural Resources Conservation, Outdoor or Environmental Education, History, American Studies, Museum Studies or Management, African American Studies, Race Ethnicity and Migration, Archaeology, Anthropology, Historic Preservation or any related field.
2. Six (6) years of park administration, natural or historic resources program management experience that includes two years of supervisory experience that relates to functional area of assignments (e.g., park interpretation, education, natural resources, historical resources, museum management, nature center management, conservation and outdoor education, ecology, historic interpretation, archaeology, anthropology, history education, natural resource stewardship, historical stewardship).
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.

### Working Conditions:

Works primarily in office; and conducts frequent field inspections. May work weekends, evenings and holidays as required. Exposed occasionally to inclement weather and outdoor hazards. Incumbents in this class must frequently: remain in a stationary position, move about inside and outside the office, communicate and exchange information with internal staff and the public.