

The Maryland-National Capital Park and Planning Commission

TITLE: Horticultural Program Manager

GRADE: 32 DATE: 1/8/2024

SERIES: Natural Science

CODE: 2375 EEO: Professional FLSA: Exempt

Class Definition:

Under general direction, manages a countywide horticultural management unit that administers two or more significant, diverse and complex horticulture programs, such as, but not limited to, (1) botanical garden, (2) horticultural and environmental education, (3) arboriculture, (4) nursery/plant production, (5) green management/sustainability, and (6) integrated pest management. Provides direction to staff in planning, developing, implementing and evaluating diverse and comprehensive horticultural programs. Provides the highest level of technical assistance and professional horticulture guidance to solve problems where current information is inconclusive or is in the form of suppositions or theories as to their effectiveness in treating specific resource problems. Develops or refines new solutions or recommendations to problems that have significant impact on existing Commission and Department policies and programs; and extends existing techniques or develops new alternatives for use by other horticulturists or private organizations. Performs full supervision for subordinate staff in planning, developing, implementing and evaluating diverse and comprehensive horticulture programs and services. Performs fiscal management, human resources management, and operations management functions and solves difficult and complex problems directly affecting the effectiveness of the functions, operations and services provided by County horticulture programs. Decisions involve collecting data and information, thorough assessment and specialized analysis of program issues or situations including policy, compliance, and resource planning, and special circumstances impacting program planning and management. As a highly visible position in the county, requires close contact with individuals, groups, government officials and agencies for the total management of a highly diversified horticulture program. Work (as supervisor) results in provision of important administrative support services for the program of assignment. Applies comprehensive knowledge of, and skill in the concepts, principles, practices and methodology of horticulture; public garden management; park/business administration; public relations; arboriculture/urban forestry; natural science/resource management; interpretation/horticulture education; Occupational Safety and Health and Maryland Occupational Safety and Health regulations; regulatory compliance; pesticides/integrated pest management; park planning/design; park and recreation management; enterprise operations; donor programs; and Commission organization, policies, and procedures. 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, 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. 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; 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

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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 ($\pm 20\%$)

- Manages the assigned work programs and unit. Keeps unit staff informed of Commission policies and procedures and establishes work program goals and objectives. Sets work standards and 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. Provides a wide range of direction to subordinate staff regarding planning, developing and implementing comprehensive horticulture programs. Reviews and approves programs, projects and services; identifies, conducts and coordinates training for department staff on horticultural related topics.
- 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 ($\pm 65\%$)

- Manages all aspects of two or more Commission horticultural programs. Develops, implements and monitors program goals and objectives. Sets standards for measuring performance. Plans and organizes county-wide programs and projects, and coordinates activities with other Commission divisions, other agencies, and individuals. Responsible for preparation and monitoring of Capital Improvement Program or strategic plan, as appropriate.
- Manages a botanical garden (e.g., Brookside) facility. Establishes operating procedures and standards for horticultural facilities and programs including hours of operation, security procedures, safety, accessibility, cash control, fees and charges, standards, quality and maintenance. Inspects and reviews operations to assess performance utilizing Commission vehicles. Plans and coordinates construction of new facilities and renovations of existing facilities. Directs the management of enterprise and donor programs.

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- Establishes and evaluates horticultural standards for gardens, landscaped areas and related horticultural facilities in Commission parks and grounds. Leads work groups and task forces to develop proposals and recommendations for horticultural related issues.
- Manages Horticulture Unit budget; prepares annual budget request. Attends public budget forums. Controls expenditures in accordance with the approved budget; allocates service area budgets for horticulture program leadership. Ensures revenues and expenditures are monitored; reviews and approves purchase requisitions and check requests. Reviews contracts ensuring conformity to purchasing practices and requirements. Prepares Request for Proposals (RFP) and bid specifications; evaluates bids and price quotes and solicits donations and scholarships.

3. Other (±15%)

- Researches and reviews technical literature, meets with vendors, exchanges information with other government agencies. Attends conferences and workshops to identify new technology, innovative programs and methods.
- Directs outreach, public relations and related marketing and communications activities. Coordinates with local, state, federal agencies and special interest groups. Meets with citizens, community groups, business groups, plant societies, green industry, and recreation councils on various issues.
- Gives presentations at state, national and local workshops and conferences; reviews and approves articles, program newsletters, flyers, press releases, and public service announcements.
- Ensures maintenance of records, including revenues and expenditures, inventory of supplies and equipment, personnel, correspondence, complaints, program site visits and evaluations. Performs statistical analysis to write monthly/ annual reports, and compiles complaint data; writes periodic administrative and operational reports and surveys.

Important Worker Characteristics:

- A. Comprehensive knowledge of, and skill in (1) the concepts, principles, practices and methodology of horticulture; (2) public garden management; (3) park/business administration; (4) public relations; (5) arboriculture/urban forestry; (6) natural science/resource management; (7) interpretation/ horticultural education; (8) Occupational Safety and Health and Maryland Occupational Safety and Health regulations; (9) regulatory compliance; (10) pesticides/integrated pest management; (11) park planning/design; (12) park and recreation management; (13) enterprise operations; (14) donor programs; and (15) Commission organization, policies and procedures*.

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

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- 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. Considerable skill and ability to (1) assess the environmental impact of various practices; (2) recommend and justify appropriate resource management strategies; (3) apply environmental regulatory requirements in resource management reviews and contract proposals; (4) provide advisory or specialized services; (5) analyze and evaluate data; (6) calculate fractions, decimals, and percentages; (7) organize work efficiently and effectively; and (8) provide courteous service.
- D. Extensive skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include resolving complex problems involving matters covering diverse resource management issues; modifying or adapting standard processes and procedures; assessing, selecting, and applying remedies suited to the assigned problem or situation.
- E. Extensive 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 desired 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. Examples include diplomacy in outlining the needs of the program to a wide variety of internal and external contacts; mediating disputes; communicating clearly and concisely to a varied audience with wide ranging needs and requirements; interpreting and producing technical reports and correspondence.
- F. Interpersonal skills to interact 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 mediating disputes.
- G. Skill in operation of: (1) computer and applicable software; (2) office equipment; and (3) equipment, tools used in horticulture; (4) state-of-the-art horticultural methods and techniques; and (5) educational teaching aids/audio visual equipment.

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Minimum Qualifications (MQs):

1. Bachelor's Degree in Horticulture, Urban Forestry, Business Administration, or any related field.
2. Six (6) years of progressively responsible professional experience in public gardens, horticulture, arboriculture, or closely related field, that includes three years of supervisory experience.
3. An equivalent combination of education and experience may be substituted, which together total (10) years.
4. A valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses 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 of the position.

Working Conditions:

Works inside and occasionally outside at facilities which may operate seven days per week. Works extended hours, evenings, weekends and holidays. The work environment is adequately heated, lighted and ventilated and outside conditions are in pleasant conditions. No significant physical effort is required beyond that encountered in normal everyday activities. Some vehicle driving required. Work requires ordinary physical effort to sit, walk, stand, bend, reach, or carry light items.