

The Maryland-National Capital Park and Planning Commission

TITLE: Regional Operations Manager
SERIES: Park Management

GRADE: J **CODE:** 3410
DATE: 12/21/94

Class Definition

Under general direction manages several complex regional programs involving considerable responsibility and variety within assigned region. Provides a wide variety of direction to subordinate staff in planning, developing, and implementing diverse and comprehensive programs in several major park operational program areas such as, park enterprise, interpretation, conservation, personnel, budget administration, maintenance, development, and planning. Coordinates several major regional programs in assigned area with all classes of parks containing widely diverse facilities. Coordinates varied and unique operational activities and programs within these park areas. Acts in absence of the Parks Region Chief. Performs other related duties as assigned.

Examples of Important Duties

1. Manages comprehensive programs within assigned area and monitors all regional operations. Develops and implements program goals and objectives. Sets overall park standards. Coordinates projects/activities with other Commission divisions and other government agencies. Acts as liaison between Region Chief, field managers, staff and the public.
2. Supervises program management staff. Plans, schedules, and assigns work. Evaluates work and counsels staff on ways to improve performance. Selects and trains staff. Initiates recognition and disciplinary actions. Approves time cards and leave requests. Advises staff on ways to solve highly technical problems.
3. Manages regional budget. Prepares annual budget requests. Controls expenditures in accordance with approved budget. Designs requests for proposal (RFP) and bid specifications. Approve bids and price quotes. Approves and issues purchase orders and check requests. Monitors work of contractors. Approves payment. Administers revenue producing programs by overseeing camps, clubs, trips lectures, shows and cultural events.
4. Coordinates facility use. Establishes operating standards and procedures such as hours, security, cash control, safety, fees, etc., for interpretive programs centers facilities, maintenance yards, and other varied public buildings and facilities. Plans

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and coordinates construction of new facilities and refurbishment of existing structures.

5. Researches and reviews technical literature, meets with vendors, exchanges information with other government agencies and attends conferences and workshops to identify new technology, programs, methods, equipment, and plans which might be useful for regional operations.
7. Supervises, monitors and advises on Enterprise and concession operations, including conference centers, ice rinks, golf courses, trains, tennis courts, carousel, snack bars, lesson programs, tables, campsites, boat rental, vending machines, food carts, rentals and special events.
8. Coordinates with local, state, and Federal agencies. Meets with citizens, community groups, business groups, and recreation councils, to identify needs. Plan programs and answers questions about interpretive, enterprise, maintenance and park operations. Coordinates and manages interpretive programs.
9. Establishes professional park standards in regional, recreational, stream valley, conservation, urban and neighborhood parks. Coordinates regional storm water management programs.

Important Worker Characteristics

- A. Considerable knowledge of (1) park/business administration; (2) public relations; (3) supervision; (4) Commission organization; policies procedures;* (5) and Commission activities;* (6) conservation and interpretation; (7) building trades; (8) enterprise operations; (9) regulatory compliance; (10) natural sciences; (11) affirmative action and equal employment opportunity; (12) building/health codes; (13) horticulture/landscaping; (14) planning; (15) recreation; (16) MOSHA & OSHA regulations; (17) park and recreation industry standards; (18) wildlife/fishery management; (19) environmental law; (20) cash management.
- B. Skill in operation of (1) auto; (2) office equipment; (3) personal computer; (4) word processing, spreadsheet, and appropriate software.

C. Ability to (1) solve complex problems involving many variables; (2) analyze and evaluate data; (3) calculate fractions; decimals and percentages; (4) interpret technical reports and correspondence; (5) read and write technical reports and correspondence; (6) Use proper spelling; punctuation and grammar; (7) speak clearly; (8) make oral presentations (9) organize work efficiently; (10) provide courteous service; (11) first aid and CPR.

* Developed primarily after employment in this class.

Minimum Qualifications

1. Bachelor's degree in park or public administration, park management, or natural sciences or related subject; and,
2. Five years progressively responsible experience in park or recreation administration/management, that includes three years of supervisory park administration experience that relates to park enterprise, interpretation and conservation, maintenance, and development operations.
3. An equivalent combination of education and experience.
4. Valid driver's license or the ability to acquire one.

Working Conditions

Works in office and field. Considerable pressure to meet deadlines. On call 24 hours. May work evenings and weekends.