

The Maryland-National Capital Park and Planning Commission

TITLE: Nature Facility/Program Manager
SERIES: Natural Science

GRADE: I CODE: 4421
DATE: 6/22/99
FLSA: Exempt

Class Definition

Under direction, manages the programs, services and operations of nature facilities and/or a major program area or region. Nature Facility/Program Managers manage a nature facility with responsibility for developing and presenting interpretive, outdoor recreational and educational programs in natural and cultural history to the public; supervision of facility and program staff; management of facility grounds, natural area parks, special sensitive natural areas, waterways and structures; and related administrative functions. Employees establish program goals and schedules, review, evaluate and approve content and presentation, and participate actively in program development, bringing their own scientific and specialized expertise to the development of programs. Employees define community program needs and direct staff accordingly. Nature Facility/Program Managers manage staff, recommend on staff selection, development, retention and related matters; prepare work schedules; and assign and review the work of staff. Nature Facility/Program Managers manage the development of facilities and parks, preparing and submitting plans and projects for approval, and overseeing their implementation. Nature Facility/Program Managers are responsible for the maintenance of their assigned facilities and parks, directing staff or arranging for contract or Commission services as necessary. Employees manage natural resources in parks and natural areas, provide technical assistance regarding resource management, conservation, environmental issues for the Commission, public and various agencies. As facility managers, Nature Facility/Program Managers are responsible for administrative functions including budget preparation and administration, office operations, fee and revenue collection, reporting, record keeping, payroll and purchasing. Employees receive assignments in general terms and proceed independently to implement all aspects of their work, resolving most problems encountered on their own. Work is reviewed by management within the organization primarily for achievement of program objectives. Performs other related duties as assigned.

Essential Job Functions:

1. **Manages Programs:**
Establishes program goals for the facility; confers with naturalist staff regarding program planning and schedules and establishes work plans for the development of new and revised programs to be offered. Provides technical guidance and specific program direction as required in the development and/or revision of programs; personally undertakes specific program efforts or parts thereof based on own expertise, interest or importance.

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Essential Job Functions: (cont.)

Ensures that programs meet the particular needs and interests of the community served by the facility. Promotes relations with community groups and outside organizations concerned with environmental, nature and wildlife activities, and promotes the development of programs and activities between the facility and such groups. Markets facilities, programs and activities to all ages and abilities.

Develops special programs for the facility as appropriate, such as managed public hunting and fishing, conservation projects, and outreach efforts to the community.

2. Manages facility staff:

Supervises naturalist staff, evaluates performance through the performance review and appraisal system, facilitates professional training, interviewing, and hiring of new staff when vacancies occur. Assigns and reviews work; prepares work schedules and takes actions to adjust work, staffing and operations to meet requirements. Selects, trains and evaluates staff, and takes appropriate actions to improve performance when necessary. Initiates actions regarding hiring, transfer, promotion, payroll, leave, performance and other personnel actions, and ensures that human resources matters are handled in accordance with Commission policy.

3. Manages Projects:

Plans improvements and development projects for the facility and natural areas including building repairs and renovations, and construction of bridges, walkways, docks and other structures. Plans and schedules maintenance of facility, directing work of facility staff on projects and arranging for central maintenance services when necessary. Authorizes expenditures for supplies, materials and equipment needed to maintain and operate the facility.

Directs the work of contractors engaged on capital or maintenance projects at the facility: Plans and budgets for contractor services and engages contractors through approved procurement procedures. Ensures the quality and timeliness of contractor work and authorizes progress and final payments.

4. Manages Facilities and Parks:

Responsible for operating procedures at facilities and parks, such as hours of operation, security, safety practices, visitor rules and related matters. Reviews and revises such procedures as necessary and refers major policy issues to management for consideration. Develops and submits for approval program, policy and operating proposals for the facility.

Essential Job Functions: (cont.)

5. Manages Budget and Administrative Activities:

Ensures that administrative activities related to facility operation are properly performed including budget preparation and administration, office operations, fee collection, administrative reporting, payroll, purchasing and record keeping. Prepares and monitors facility budgets and takes appropriate actions to administer funds as authorized. Ensures that procurement actions are taken in accordance with Commission policies and guidelines, obtaining competitive bids and quotes, and selecting offers in the best interest of the Commission.

6. Provides Public Service:

Ensures a high level of service to the community by providing technical assistance to visitors, callers and others who utilize staff as a technical resource on environmental, natural, cultural and wildlife matters. Responds to inquiries, complaints and suggestions, and implements appropriate procedures and policies within the facility to ensure prompt and courteous service to the public.

7. Manages Community Outreach:

Represents the facility and department to the community and to special groups concerned with environmental, natural, cultural and wildlife matters. Meets with such groups, gives presentations and talks; serves on boards and committees; maintains working relationships with other governmental and nonprofit entities involved in environmental, natural, cultural and wildlife affairs. Promotes public understanding and support for natural and cultural resource acquisition and management.

8. Manages Natural Resources:

Provides leadership, supervision and technical support for natural resource management in regional parks, steam valley and natural area parks. Meets with Commission units, other agencies and concerned groups on environmental resources issues.

9. Ensures Compliance:

Understands and ensures compliance with all applicable policies, rules, regulations and laws; stay abreast of legal, regulatory and policy developments affecting areas of responsibility; and enforces legal and regulatory requirements and Commission rules and regulations effectively and impartially.

Communicates understanding and support of Commission goals through actions and spoken and written words; interacts effectively with individuals and groups, and external organizations, encountered in the work; maintains communications, keeping all interested and involved parties informed of matters requiring their attention.

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Essential Job Functions: (cont.)

10. Conducts Research:

Reviews technical literature, conducts surveys, and confers with other professionals to keep abreast of new developments and trends in the field. Attends professional conferences, makes presentations and participates in workshops and seminars to learn of new programs, methods and equipment that might be useful in facility operations, program development and natural resource management.

Important Worker Characteristics:

Considerable knowledge of: the purpose and functions of the Commission's natural and cultural history interpretive programs and their role in the community.*

Expert knowledge of: a specialty area or extensive knowledge of a subject matter of naturalist area and related natural, life or physical sciences involved in the subject.

Good knowledge of: (1) natural, life and physical science; (2) environmental science; (3) principles and practices of interpreting natural history and culture to the public; (4) effective methods and techniques of supervision; (5) management principles applied to the planning and organizing of nature facility programs, services and operations; (6) administrative processes and procedures including budgeting, human resources management, purchasing, contract management, and related record keeping and reporting; (7) effective methods and techniques of instruction; (8) natural resource management; (9) first aid; (10) outdoor and water safety; and (11) Commission organization, policies and procedures*.

Skill in operation of: (1) audio-visual equipment; and (2) computer.

Ability to: (1) plan, organize and direct the programs, services and operations of a nature facility; (2) supervise staff engaged in professional naturalist, technical support and office administrative functions; (3) perform effectively administrative work including budgeting, contract management, human resource management, and purchasing; (4) develop and maintain relationships with the community and with organizations concerned with environmental, natural, cultural and wildlife matters; (5) provide expert knowledge of a subject matter or area in the development of interpretative programs; (6) provide technical resource and program leadership to environmental, nature and wildlife groups within the community; (7) provide expertise in a subject matter or naturalist area to other governmental entities; (8) plan, develop, lead and present programs of large and extensive scope; (9) coordinate effectively other entities, staffs and units within the Commission and the community in planning and carrying out programs, events and activities; (10) communicate effectively with the staff and the public;

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Important Worker Characteristics: (cont.)

Ability to: (11) write clearly, effectively, and concisely; (12) interpret technical natural and cultural history materials to lay persons; (13) speak clearly and effectively to large groups; (14) provide courteous service; (15) organize work efficiently; (16) develop program promotional advertising material.

*Developed primarily after employment in this job class.

Minimum Qualifications:

1. Bachelor's degree in Natural, Life or Physical science or related field; and four years of progressively responsible park naturalist experience; or
2. An equivalent combination of education and experience.

Working conditions

Works primarily in an office. Works occasional weekends, evenings and holidays. Exposed occasionally to inclement weather and outdoor hazards. Moderate pressure to meet deadlines. Regularly deals with public complaints and problems.