

National Park Service



National Park Service Concession Program

Training, Development, and the Human Capital Strategy

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Topics to Cover

- Evaluation & Pricing Training
- NAU Concession Management Program
- Superintendent's Training
- Servicewide Concession Conference
- Human Capital Strategy



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Evaluation & Pricing Training



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NAU Concession Management Program



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Superintendent's Training



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Superintendent's Training

- Inaugural course held in November, 2007 in Colorado. Fifteen teams of Superintendents and Concession Specialists participated
- Most national park regions were represented
- Wide range of parks participated from Yellowstone to Gateway to the Virgin Islands, and national recreational seashore and riverways to historic battlefield park sites
- Concessioner Roundtable included
- Good, positive response from both Superintendents and Concession Specialists
- Next class scheduled for winter, 2008



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Servicewide Concession Conference





Human Capital Strategy—The Goal

- A professional and well-trained workforce that manages and implements the concession program at parks, regional, and headquarters levels





Steps for Achieving the Goal

- The strategy focuses on recruiting, supporting, and promoting employees with the expertise and skills to accomplish the current objectives and long-term program goals
- It builds on the program's best practices
- It supports the Director's goal to make the NPS one of the top 10 places to work in America





The Strategy's Principle Components

- Workforce analysis
- Competencies definition
- Organizational management planning
- Training and development implementation



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Outcomes for Concessions Management employees at the field, regional, and headquarters levels

- Capitalize on opportunities to be challenged, contribute, and interface with other segments of concessions and park management outside their everyday duties.
- Ensure their workplans are consistent with achieving the goals of the concession program and/or park improvement plan.
- Achieve performance benchmarks aligned with a defined career path and personal development objectives.



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Outcomes for Supervisors and Managers Servicewide

- Manage concessions functions with fulltime employees and use collateral duty personnel on a limited basis.
- Use standardized position descriptions classified according to Office of Personnel Management guidelines and review and update all positions annually.
- Assess concessions management employees' attainment of standardized competencies and facilitate the employees' continued career development.
- Recruit and retain high-quality employees and consult with both current and out-going employees to identify opportunities for program improvement.





Outcomes for the NPS Concession Program

- Provides, in cooperation with the Servicewide Employee Training and Development Program, competency-based training to supplement concessions management employees' knowledge, skills, and abilities in managing the program consistently and effectively.
- Makes available "circuit rider" program managers to support concessions management programs at the park level.
- Provides assistance to parks and regions in hosting term positions for occasional use where heavy cyclic workloads exist or short-term needs arise.
- Maintains a database of all employees who perform concessions management functions in order to continually understand and respond to workforce needs.



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Overview

