

Program Manager – Practices

Job Description

Exempt, Full-time

Reports To: Program Director

Location: Charlotte, NC

Position Description/Major Duties

Position Overview

The program manager – practices is responsible for leadership and support of assigned program areas. The manager works closely with the director, other NATF staff, and member personnel to develop and execute the program.

The program manager performs assignments independently and as part of a program management team, with guidance from supervisor on overall objectives, critical issues, new concepts, unusual developments, and policy matters.

The program manager translates strategic and organizational goals into tactical plans and priorities at the program level.

Job Specifications

Practice area coordination

- Cultivate strong working relationships with subject-matter experts (SMEs) in assigned areas
- Encourage participation in assigned program areas from across the membership to leverage technical and operational expertise
- Interact with member leadership, sponsors, NATF CEO and staff, and others in accordance with current NATF organizational goals and objectives
- Interact with SMEs, staff, NERC, and others to identify emerging issues in assigned areas and adjust activities accordingly
- Provide input on creation and adjustment of work plans for all program areas
- Communicate information on program area initiatives and achievements to different audiences
- Follow corporate policies and procedures

Peer review and assistance support

- Lead and/or participate as a team member on selected peer reviews and assistance activities
- Identify and scope discrete technical and process assistance topics

Knowledge management support

- Coordinate with knowledge management functions (metrics, operating experience, and surveys) regarding trends and potential related activities
- Assist practice groups with knowledge transfer via surveys, discussions, and benchmarking

General

- Model desired behaviors, including accountability, needed to achieve continued reliability advances
- Develop and deliver selected training to staff and members
- Provide recommendations to improve integration of various programs
- Support CEO in development of corporate policy, process, and other documents
- Provide input on the strategic direction of the organization
- Other duties as assigned

Skills and Qualifications

Key staff behaviors

- Be an influential leader (staff is not directive, but our influence helps members advance)
- Excellence starts at home (to help members excel, staff need to walk the talk)
- Stay focused on the mission and vision (prioritize action accordingly)
- Be personally accountable (honor commitments, be resourceful, offer solutions)
- Be a good teammate (place team performance above self)
- Lead or support activities to help achieve corporate goals
- As a liaison, treat each member employee as a highly valued customer
- Maintain awareness of assigned members' engagement and issues impacting their organizations
- Help overcome barriers to added engagement; escalate problems as needed

Education and experience requirements:

- Bachelor's degree or equivalent in relevant area
- Ten years electric power industry experience

Required knowledge, skills, and abilities

- Ability to work as part of a team
- Excellent meeting facilitation skills
- Excellent oral and written communication and presentation skills
- Evidence of self-initiative, self-direction, motivation, as well as critical and creative thinking skills
- Sound project management skills
- Ability to effectively manage multiple tasks and a large volume of work
- Flexibility and adaptability
- Ability to use various desktop and web-based tools to organize and facilitate effective web meetings
- Ability to use Microsoft Office tools suite to create high-quality presentations and documents consistent with corporate standards

Preferred experience

- Experience and expertise in one or more of the following areas:
 - Electric transmission system operations
 - Electric transmission system planning
 - Electric transmission system protection and control
 - NATF programs (e.g., practices, metrics, initiatives)
- Advanced degree in relevant area
- Evidence of increasingly demanding leadership (direct or situational) experience

Travel Requirement

This position requires 10-25% travel