

# Program Manager, Data Analytics

## Job Description

Position Type: Exempt, Full-time

Reports to: Director, Knowledge Management

## Position Description/Major Duties

### Position Overview

The program manager data analytics is responsible for leading and supporting NATF efforts regarding projects in metrics, administration, information sharing/reporting, and database administration in various functions. In addition, the program manager will lead a team through the design, implementation, and maintenance of operations projects, including a centralized repository.

Working independently and with staff and members, the program manager gathers, analyzes, and implements improvement opportunities for activities and process.

### Job Specifications

#### Program Manager, Data Analytics

- Work with a team made up of metrics, administration, information sharing/reporting, and database administration in various functions
  - Create data visualization tools and reports using SQL and Power BI
  - Lead team through design, implementation, and maintenance of operations projects including a centralized repository
  - Present succinct reporting, data visualization, and trending analytics

#### Program Area Coordination

- Cultivate a strong working relationship with subject-matter experts in assigned areas
- Generate optimal participation in assigned program areas from across the membership to leverage technical/operational expertise
- Interact with member leadership, sponsors, NATF CEO and staff, and others to adopt/emulate in accordance with current NATF organizational goals and objectives

#### Peer Review/Assistance

- Lead and/or participate as a team member on selected peer reviews, assistance activities, and challenge boards
- Provide input to stratify member performance (superior, strong, average, weak, etc.) in various practice areas and topics
- Identify and scope discrete technical/process assistance topics, including compliance culture and internal controls

#### Knowledge Management

- Coordinate with knowledge management functions (metrics, operation experience) regarding trends and potential related activities
- Assist practice groups with knowledge transfer via surveys, discussions, and benchmarking
- Coordinate monthly metrics group meetings as assigned by director

### General/Other

- Model desired behaviors, including peer 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 various corporate/organization policy, process, and other documents
- Provide input on the strategic direction of the organization

### Member Relationship Management (Member Liaison)

- As liaison for assigned members, 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
- Provide periodic reports to staff on member engagement
- Quarterly updates to assigned members—assisted by administration staff

### Other Duties, as Assigned

- We operate in a very dynamic environment where opportunities and priorities change, thus new projects, activities, and assignments will arise
- Identify and help draft internal processes and improvement opportunities
- Inputs on annual strategic plan, SWOT (strength, weakness, opportunity, threat) analysis, and business plan and budget cycle

### Qualifications and Expectations

#### Skills

- Excellent interpersonal skills
- Ability to successfully manage multiple, simultaneous activities of varying complexity and importance
- Excellent verbal and written communications skills
- Ability to work as part of a team
- Flexibility and adaptability
- Evidence of self-initiative, self-direction, motivation, as well as critical and creative thinking skills

#### 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

#### Education and Experience

##### *Required*

- Bachelor's degree in relevant area
- 5 to 10 years' experience

##### *Preferred*

- Advanced degree in relevant area
- 5 to 10 years' electric power industry experience
- 5 to 10 years' in a leadership role and/or increasing leadership experience

#### Travel

- Position requires approximately 10% travel