

Program Manager

Job Description

Position Type: Exempt, Full-time

Reports To: Program Director

Position Description/Major Duties

Position Overview

The Program Manager 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 necessary program framework and processes.

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

The Program Manager translates strategic and organizational goals into tactical plans and prioritization at the Program level.

The Program Manager is expected to periodically rotate and demonstrate proficiency across each of the major program areas including Practices, Peer Reviews and Assistance, and Knowledge Management.

Job Specifications

➤ Practice Area Coordination

- Cultivate a strong working relationship with subject-matter experts (SMEs) 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
- Interact with SMEs, staff, NERC, and others to identify emerging issues in assigned areas and adjust Practice area activities accordingly
- Provide input on the creation, scope adjustment, and focus for the aggregate set of practice areas based on relative reliability benefit
- Conduct analyses and present related summary practice area reports and trends to various audiences
- Communicate Practice area information on initiatives and achievements to different audiences

➤ Peer Review/Assistance Support

- 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/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

➤ **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
- Other duties as assigned

Skills/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
- Customer relationship management (CRM)
 - As a liaison, treat each member employee as a highly valued customer
 - Maintain awareness of assigned members' engagement and issues impacting their orgs
 - Help overcome barriers to added engagement, escalate problems as needed

➤ **Education & Experience Requirements:**

- Bachelor's degree or equivalent in relevant area
- Five (5) to ten (10) years electric power industry experience

➤ **Required:**

- Ability to work as part of a team
- Excellent 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

➤ **Preferred:**

- Experience and expertise in one or more of the following bulk electric system areas:
 - Electric Power System Operations
 - Resiliency
 - Cyber Security
 - Physical Security
- Advanced degree in relevant area
- Experience with the NATF's Practices Program
- Evidence of increasingly demanding leadership (direct or situational) experience

➤ **Travel Requirement:**

- This position requires approximately 25-50% travel