



**Job title:** Program Manager, Operating Experience & Surveys  
**Location:** Charlotte, NC/Home Office  
**Terms:** Permanent – Full time  
**Salary/rate:** Based upon the candidate's experience/position pay scale  
**Requirements:** Travel involved

**About us:** North American Transmission Forum (NATF) members include investor-owned, state-authorized, municipal, cooperative, U.S. federal, and Canadian provincial utilities. The NATF promotes excellence in the reliability and resiliency of the electric transmission system.

The NATF is built on the principle that the open and candid exchange of information among its members is the key to improving the reliability of the transmission systems in the U.S. and Canada. Members recognize the operation of each member affects the operations of them all.

**About the role:** This position reports directly to the director of knowledge management. The program manager, operating experience and surveys requires an initiative-taking professional that is customer driven, with a rigorous sense of responsibility and a meticulous eye for detail.

**Responsibilities:**

**Surveys**

- Send the NATF Survey Administrator a draft of the questions. Include a summary statement regarding the subject of the survey and another statement describing the objective of the survey.
- Review the draft and follow up with any questions or suggestions.
  - Solicit input from NATF staff subject matter experts as needed
- Enter the survey into web-based survey tool and send to member for review.
- Distribute survey to the NATF members via the Survey Coordinators group.
- When the survey closes, process and post the results on the Survey Results library on the NATF Members website.

**Operating experience**

- Review, revise, mark and post reports of member event and associated lessons learned.
- Interact with relevant staff and member SMEs as needed to develop timely and high quality, technically accurate events reports, and lessons learned.
- Assign event cause codes in accordance with defined criteria.
- Communicate events reports and lessons learned to NATF members.
- Facilitate routine interactions among staff and member SMEs to identify and communicate adverse trends applicable to member events.

- Follow-up on key events; help validate member actions in accordance with key lessons.

**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, Assistance activities, and Challenge Boards
- Identify and scope discrete technical and process assistance topics

**Candidate requirements:**

**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 excel as part of a high performing team
- Excellent meeting facilitation skills
- Strong 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
- Exceptionally proficient in the creation and implementation of technical procedures and business process specifications
- Technically proficient and analytical trouble shooting, with a demonstrated ability to complete work as assigned, provide recommendations, and implement business-oriented solutions
- Proven expertise in assembling, organizing, and analyzing data
- Excellent leadership ability, interpersonal and communications skills
- Well organized and highly adept at multi-tasking
- 5 years of experience in the electric utility industry including transmission operations or equivalent



### Contact us to apply

To apply for this position, please submit your resume to Teresa Aldred, director of administration, at [taldred@natf.net](mailto:taldred@natf.net). For questions, please call 704-945-1923.