



Program Manager

Job Code

1221

FLSA Status

Exempt

EEO Job Category

2. Professionals

Line

Advisor / Manager

Level

Advisor

Function

Administrative

Position Summary

This position is responsible for the overall performance of a related group of projects, acting as the liaison between project managers and management communicating status, issues, and metrics for the program.

Essential Duties and Responsibilities

- Support project level activity to ensure that the overall program goals are met
- Facilitate, mentor and guide project management methodology for the organization
- Develop and maintain educational career path for project management in the organization
- Develop and maintain the project management user group, with focus on best practices and continuously improving the project management skill set
- Identify and manage cross-project dependencies while providing insight to the risks, issues, requirements, designs and solutions
- Coordinate closely with strategy execution process to ensure the program aligns with the Strategic Plan
- Collaborate frequently with other program managers to maintain a cohesive team
- Prepare and maintain an overall project plan for the program that includes milestones and dates in coordination with project managers
- Perform budget analysis, resource planning and coordination of project-related activities
- Prepare, track and monitor project status and prepare aggregated reporting to management utilizing presentations

- Manage resolution of project issues and risks that have program impacts
- Coordinate with management on escalated issues
- Provide guidance to project managers as necessary to achieve goals, including definition or refinement of planning phase activities, i.e., scope, requirements, project plan, etc.
- Supervise the work of office, administrative or customer service employees to ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems
- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes
- Implement corporate and departmental policies, procedures and service standards in conjunction with management
- Discuss job performance problems with employees to identify causes and issues and work to resolve problems
- Train and instruct employees in job duties and company policies or arrange for training to be provided
- Evaluate employees job performance and conformance to regulations and recommend appropriate personnel action
- Recruit, train and supervise subordinates
- Interpret and communicate work procedures and company policies to staff
- Develop and re/view operating procedures
- Develop and manage department budget
- Establish work priorities and activities
- Recommend promotions, transfers, hires, terminations and other disciplinary action
- Establish metrics and prepare monthly reports
- Coordinate activities with other departments

- Maintain the security of confidential information
- Stay abreast of advances in technology
- Demonstrate regular and prompt attendance
- Performs other related duties as necessary or assigned.

Supervisory and/or Leadership Responsibilities

A full range of supervisory activities, training, evaluation, counseling and recommendation for termination. This includes, but is not limited to, effectively communicating organizational policies and other information to subordinates, ensuring that employees have a clear understanding of their responsibilities.

Knowledge, Skills and Abilities

- Knowledge of business and management principles including strategic planning, resource allocation,

leadership techniques and budgeting

- Knowledge of using computer systems, which may include setting up and using hardware and software programs, entering data, configuration, or processing information
- Knowledge of principles and processes for providing customer service
- Knowledge of fundamentals of the electric utility business and the cooperative business model
- Knowledge of project management and reporting tools
- Knowledge of applicable software systems, including current hardware and software technologies
- Skilled in time management
- Skilled in prioritizing and managing changing priorities
- Skilled in negotiation techniques
- Skilled in conflict resolution
- Skilled in analyzing complex issues and making sound decisive judgment to achieve resolution in the best interest of the cooperative
- Skilled in organizing tasks and work assignments
- Ability to multi-task
- Ability to develop and make presentations to all levels of management
- Ability to coordinate and collaborate closely with management and non-management
- Ability to communicate effectively verbally and in writing
- Ability to listen and understand information verbally and in writing
- Ability to anticipate, identify, analyze and resolve conflict and problems

Minimum Qualifications - (Education, Experience, Certification, & Licensing)

- Bachelor's Degree
- Directly related experience may substitute for education
- Seven years of program/project management experience
- Three years of leadership or supervisory experience
- PMP Certification
- Valid Texas Driver's License

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- The employee may be required to stand; reach with hands and arms, stoop and kneel
- The employee may be required to sit or stand for long periods of time
- The employee may be required to lift, carry, push, pull or move up to 25 pounds
- The employee may be required to travel

- Exempt employees receive a fixed bi-weekly salary to compensate them for all hours worked during each pay period
- This position may be required to work more than 40 hours per week

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of essential duties and responsibilities shall not be held to exclude other duties that may be assigned based on the needs of the Cooperative.

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