Vermont Energy Investment Corporation

PROGRAM MANAGER 3

Division: Efficiency Vermont
Location: Vermont
Department: Programs and Implementation
Reports to: Director, Programs and Implementation

JOB SUMMARY:

We currently have two Program Manager positions open. One will focus on the Retail Efficient Products program. The other will focus on the Home Performance with Energy Star program. Please review the following job description with these Vermont markets in mind.

A Program Manager provides the tactical and operational leadership for EVT programs and initiatives to ensure that program implementation is aligned with and meets strategic objectives. This role serves as a key stakeholder during the design and launch of new programs. The Program Manager is responsible for ongoing program success through staff resource and budget direction, monitoring and adjusting processes, and continuous system improvement while providing excellent customer support for both external and internal customers.

ESSENTIAL FUNCTIONS:

- Define the staff and budget resource requirements, operational expectations, and internal reporting requirements needed to achieve annual goals.
- Manage the program staff and budget resources and ensure consistent service delivery.
- Develop, lead, and motivate the Program Functional Team and provide the members an understanding of the annual goals and progress towards the goals.
- Continuously monitor progress regarding initiative goals, budgets and cost-effectiveness making program tactical changes as needed.
- Lead program performance evaluations through surveys and Quality Management Systems. Ensure operational efficiency, performance quality, and drive Best Known Practices.
- Deliver clear and transparent program messaging for both external and internal customers.
- Address customer service complaints and feedback. Seek solutions to prevent future occurrences.
- Provide support to the activities of VEIC as necessary to accomplish organizational goals and objectives.
- Provide clear and effective communication with all customers including team members, stakeholders, cross-functional groups, etc.

- Manage new program development and implementation in coordination with the System Development group.
- Develop Request for Proposals (RFP's), Memorandum's of Understanding (MOU's), and sub-contracts for external services. Actively manage sub-contractor contracts and performance.
- Assess real-time program market barriers and drive short term marketing efforts.
- Manage external relations and communications with partner organizations.
- Assess key strategy changes and represent any changes or modifications necessary to achieve a successful program and attain program goals.
- Create and deliver external partner trainings.
- Maintain the relevancy and accuracy of program savings in the Technical Reference Manual including deletions, updates and additions to savings algorithms and measure characterizations. Generate Program Implementation Procedures (PIP) as needed.
- Partner with key stakeholders in new program design, forecast future achievable contractual goals, and determine the required annual budget.
- Develop evaluation plans which include risk assessment and risk mitigation options as well as validate program design and savings.
- Define and drive Best-In-Class operational effectiveness.
- Ensure Best-Known-Practices within the group are being shared and implemented.
- Leverage external relations to enhance or accelerate progress towards program goals.
- Provide leadership to external partners and the public which exemplifies Efficiency Vermont’s national reputation as an innovator and leader in energy efficiency program design. This includes roles such as speaker, author, or presenter at meetings and conferences.
- Engage with technical groups and the Department of Public Service on modifications to existing program savings characterizations and net-to-gross values.

KNOWLEDGE AND EXPERIENCE:

- Strong personal commitment to the mission, vision, goals and values of VEIC.
- Bachelor’s degree and three years of experience in energy efficiency implementation planning or management or a similar combination of education and experience from which comparable knowledge and skills have been acquired.
- Five years of experience in operations or program management including tactical decision-making, influential leadership, facilitation, resource management, budget management, communications, and the ability to develop and attain goals. A Program Management Professional (PgMP) or Project Management (PMP) certification is highly desired.
- Proven ability to develop strong working relationships, collaborate with internal staff, customers, and trade allies.
- Experience creating, leading, and fostering strong teams.
- Ability to carry out systematic data tracking and reporting processes and implement planned steps from start to finish. Demonstrated experience generating reports with spreadsheet and/ or database programs such as Excel and Access.

- Demonstrated ability to be organized, detail-oriented, accurate, and able to handle multiple tasks and competing priorities in a dynamic and fast paced environment.
- Excellent written and oral communication skills, experience with substantive elements of customer service.
- Strong interpersonal skills including effectiveness in productive communications along with a high degree of professionalism, maturity and a polished demeanor.

WORKING CONDITIONS:

Internal - Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External - Normal functions do not routinely require travel. Travel to special events and/or off site meetings required periodically.

PHYSICAL DEMANDS:

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eye strain from reading detailed materials and computer screen. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work may include occasional pushing, pulling, or carrying objects weighing up to 40 pounds such as files, documents, and computer printouts. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.

For Office Use Only:

Approval Date: <<Month XX, 20XX>>
Approved By: <<HR Contact Name>>

Group: <<Job Group (if necessary)>>

Classification: Communication | Critical Thinking | Experience | Collaboration | Skills | Scope | Project Mgmt | Supervision
Compensable Factors: 5 | 5 | 5 | 5 | 5 | 5 | 5 | 1