| **Position Title:** | Program Manager |
| --- | --- |
| **Location(s):** |  |
| **Department Name:** |  |
| **Functional Area/Discipline:** | Project Management / Program Management |
| **Reports To** *(Job Title)***:** |  |

# Position Purpose

## Responsible for managing programs consisting of multiple complex projects or programs to achieve specific business goals or objectives; works in a coordinated manner to ensure proper balanced allocation of resources, individual project profitability and high client satisfaction. Manages project managers and project teams made up of internal and vendor resources to deliver solutions and services to customers. Interacts closely with the project managers and vendors to define the projects parameters and to develop detailed project documentation outlining the project including Business Requirements, Project Plans, and Project Schedule. Translates customer requirements into specific plans and tasks using knowledge of the industry and delivery methodology. Assures proper conduct, documentation, and communications of assigned project engagements. Leads in the coaching and mentoring of project managers on expectations, deliverables and overall project control.

## Primary Duties and Responsibilities

* Accountable for delivering business results on corporate initiatives.
* Translates program requirements into individual project objectives.
* Tracks / reports progress of multiple projects.
* Influences team direction & results both internally and with vendors.
* Identifies opportunities for cross-competency area participation &contacts appropriate personnel.
* Balances resources, schedules & financial factors while solving complex problems with multi-discipline approach.
* Works directly with the customer to understand the level of support the team provides.
* Facilitates complex team meetings involving internal and vendor resources.
* Demonstrates credibility as a business partner and ensures business and technology decisions are reached to support business goals and objectives.

**Secondary Duties and Responsibilities**

* Has expert experience in Project Management and able to lead in the coaching and mentoring of team members to help them achieve expectations and deliverables.
* Generates alternatives & improves creative solutions.
* Creation and support of standards, processes and procedures necessary to produce the deliverables from the team.
* Confidently makes presentations to large audiences.
* Act as liaison between all functional groups.
* Develop lessons learned documentation.
* Report Project Status via Company defined methods

# Position Requirements

**Functional/Technical Skills**

* MS Office Tools (Word, Excel, Project, PowerPoint, and Visio)
* **Expert** understanding of Project Management Body of Knowledge (PMBOK) Discipline
* **Expert** understanding of project lifecycles.
* Ability to effectively manage time, prioritize work, multi-task across many assignments **and delegate**.
* Ability to assess the impact of new requirements on an existing set of **complex** projects.
* Technical writing skills producing clear and unambiguous deliverables.

**Experience**

* **7+ years of experience in project management and at least 2 years in program management**, with proven history of successful management.
* Provide a history of successful project planning, analysis, project control, including risk assessment, cost management and change control.
* Possession of the Project Management Professional (PMP) **certification is required**.
* Have strong communication skills, both written and oral with public presentation experience.
* Well-developed leadership skills in a matrix organization structure.

**Education/Vocational Training**

* A four year degree or equivalent experience **(7+** years of project management experience/training and **2+** years of program management experience/training).

***(PLEASE MODIFY TO MATCH YOUR NEEDS AND REQUIREMENTS)***