

JOB DESCRIPTION

TITLE: Program Manager

FLSA: Exempt

POSITION CATEGORY: P4

General Summary

Under minimal direction, coordinates the management of multiple related projects directed toward a common business objective. Partners with business leaders to envision, define and initiate programs. Provides direction and guidance to project managers to monitor cost, schedule and technical performance of component projects and operations, while working to ensure the ultimate success of the program.

Essential Functions

Partners with business leaders in envisioning and strategic planning efforts for company programs

Develops program road map/implementation plan

Establishes and manages the governance structure for the program

Manages program communications with key stakeholders, project sponsors, project managers and the program team

Performs program risk management and manages escalation of program issues

Coordinates and monitors the scheduling, financial and technical performance of company programs

Performs master resource planning for the program roadmap, ensuring maximum efficiency in resource allocation across projects

Facilitates the development of a cost benefit analysis and return on investment for each project

Develops budget, financial projections and forecasted ROI for the program

Aids in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications and financial conditions of contracts

Ensures adherence to master plans and schedules, facilitates solutions to program problems, and directs work of project team members assigned to program from various departments

Works with project managers to ensure projects are completed on time and within budget, and that the projects deliver the intended business results and value

Acts as an advisor to the program team regarding projects, tasks and operations

Builds an effective matrixed team and inspires a shared vision for program

Clearly communicates roles and expectations to project managers

Provides coaching to matrixed project managers; gives input to manager on project managers' performance

Creates and delivers information at appropriate level for audience, including presentations and status updates

Gains needed support from key stakeholders to lead and manage changes to successfully execute the program

Regularly exercises discretion and independent judgment in performance of his/her job duties

Job Specifications

Typically has the following skills or abilities:

Bachelor's Degree in Business Administration or related field or equivalent experience

Minimum eight years of experience in project management/program management, leading large and complex projects

Minimum eight years of experience with various project management methodologies, standard concepts, practices, procedures, tools, and/or software packages

Relies on extensive experience and judgment to plan and accomplish goals

Proven ability to navigate complex situations through organizational landscape and with multiple stakeholders

Ability to work with the division leadership and business partners to develop and implement a global services supplier ecosystem to serve the enterprise.

Ability to develop and implement services tools and systems to receive incoming calls and dispatch the appropriate solution provider (see supplier ecosystem requirement above) to any VSP location worldwide.

Ability to analyze, recommend, and implement the right systems tools to manage all aspects of the enterprise Facilities Management business.

Ability to develop and implement the right set of data and metrics to measure our business results and demonstrate Facilities' value to the enterprise.

Strong leadership skills to coordinate and motivate project teams

Adept at financial management to administer budgets across multiple projects and ensure the program meets its requirements for return on investment, timing and budget

Ability to drive results through informal authority, serve as a consultant to key business partners, and represent users and customers in every thought and interaction

Proven ability to successfully manage risks/issues at a program level

Ability to elicit cooperation from Senior Management and other departments

Demonstrates ability to be a decision-maker showing balanced consideration of business issues

Excellent written and verbal communication skills and analytical skills

Strong business aptitude and problem-solving skills

Strategic skills to support envisioning work, program planning and forecasting

Willing to travel as required (estimate 10%)

Working Conditions

The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust etc.

The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.